

Adelaide Cash Management Account

Via Adviser or Custodian

Product Guide
20 March 2025



AdelaideBank

Contents

Introduction	4
<i>You and your adviser</i>	4
<i>Custodian investors</i>	4
Contacting us	4
Adelaide Cash Management Account overview	5
1. Part A – Banker and customer relationship	7
1.1 <i>Our relationship</i>	7
2. Part B – Banking with us	7
2.1 <i>How to change your details</i>	7
2.2 <i>Information influencing your account</i>	7
2.3 <i>Statements</i>	7
2.4 <i>Communication between us</i>	7
2.5 <i>Changes to your account or information contained in this Product Guide</i>	8
2.6 <i>Privacy</i>	9
2.7 <i>Banking Code of Practice</i>	10
2.8 <i>ePayments Code</i>	10
2.9 <i>Other regulations</i>	10
2.10 <i>Resolving Complaints</i>	10
2.11 <i>Risk</i>	11
2.12 <i>Commission</i>	11
2.13 <i>Financial Claims Scheme</i>	11
2.14 <i>Account switching</i>	11
3. Part C – Using your account	12
3.1 <i>Your account</i>	12
3.2 <i>How to identify yourself</i>	12
3.3 <i>Joint accounts</i>	12
3.4 <i>Giving someone access to your account</i>	13
3.5 <i>How to make deposits and withdrawals</i>	15

3.6 <i>Interest rates</i>	15
3.7 <i>Overdrawn accounts and interest charges</i>	15
3.8 <i>Amounts which can be debited to your account</i>	15
3.9 <i>Minimum deposit balances</i>	15
3.10 <i>Unused accounts</i>	15
3.11 <i>How accounts may be closed or suspended</i>	15
4. Part D – Transaction services	17
4.1 <i>About the transaction services</i>	17
4.2 <i>Summary of transaction services</i>	17
4.3 <i>Applying for transaction services</i>	17
4.4 <i>How much can you access?</i>	18
4.5 <i>When can you access your account?</i>	18
4.6 <i>Malfunctions</i>	18
4.7 <i>Authorisation</i>	18
4.8 <i>Processing of transactions</i>	18
4.9 <i>Cheques</i>	18
4.10 <i>Rules relating to cheques</i>	19
4.11 <i>Cards</i>	19
4.12 <i>Home Banking Services (including BPAY)</i>	22
4.13 <i>BPAY and our online banking payment service</i>	23
4.14 <i>Liability BPAY</i>	26
4.15 <i>Regular payments and third party direct debits</i>	27
4.16 <i>Deposits</i>	30
4.17 <i>Safeguarding payment instruments</i>	31
4.18 <i>Guidelines – access method security</i>	31
4.19 <i>Business accounts and the ePayments Code</i>	33
4.20 <i>Changes to terms and conditions – transaction services</i>	33
4.21 <i>Complaints in relation to transaction services</i>	33

4.22 Your obligations	34
4.23 Liability for unauthorised <i>EFT</i> transactions	35
4.24 Liability in cases of system or equipment malfunction	37
4.25 Liability – other transactions	37
4.26 Limits on indemnities and exclusions of liabilities	37
4.27 Implied conditions and warranties	37
5. Part E – Fees and charges	38
5.1 Fees and charges payable	38
5.2 How to minimise fees	40
6. Part F – General matters	41
6.1 Insolvency and bankruptcy	41
6.2 Default	41
6.3 Combining <i>accounts</i> and set-off	41
6.4 Taxation and social security	42
6.5 Financial difficulty	42
6.6 Equitable interests	42
6.7 Adjustments	42
6.8 End of day	42
6.9 Variations and waivers	42
6.10 Time	42
6.11 How we may exercise our rights	42
6.12 Our certificates	43
6.13 Assignment	43
6.14 Trade hold authority	43
6.15 Inconsistent legislation	43
6.16 Applicable law	43
7. Part G – Glossary and interpretation	44
Application Form	51

Important notice

This Product Guide comprises the terms and conditions which apply to the operation of the Adelaide Cash Management Account. Please read this Product Guide carefully before deciding to open an account.

This *Product Guide* is current as at the date noted on the front cover and is subject to change. A copy of any updated information is available free of charge upon request.

Security Information

You must notify *us* as soon as possible of the loss, theft or misuse of a *card*, security code or cheque. Please refer to the *terms and conditions* in this document for details on how to keep these items safe.

Any delay or failure to notify *us* will significantly increase the risk that fraudulent cheques could be written and/or unauthorised transactions performed on *your account*, for which you may be personally liable.

To report a lost/stolen *card*, cheque or unauthorised use or lost/stolen/disclosed *PIN/OBP* other *code*, telephone:

- 1800 224 124 within Australia
- +618 8300 6000 outside Australia.

You can call *us* 24 hours a day.

Please be careful when performing transactions on *your account* because if you provide incorrect account information or details such as an incorrect *BPAY* *biller* code, account number or reference number, *your* transaction may be rejected or not received by the intended recipient.

Introduction

The Adelaide Cash Management Account offers investors:

- The security of a permanent Commonwealth Government guaranteed bank deposit subject to the Financial Claims Scheme
- An attractive return compared to at call cash accounts
- The convenience of full transactional access on *your account*
- 24 hour at call access to *your funds*
- A flexible *account* designed to be the cash hub for an investor.

This *account* is an ideal solution for *your* share trading settlements, dividend payments, *regular payments* and for everyday banking.

You can grant access to *your financial adviser* to help them administer *your* investment needs.

This *account* is a deposit with Bendigo and Adelaide Bank Limited, regulated by APRA, the Banking Code of Practice and the ePayments Code.

You and your adviser

When *you* open an *account* through *your adviser*, *your adviser* may transact on *your account* on *your* behalf. Therefore if *you* wish to withdraw funds or change *your account* in any way, *you* can do so through *your adviser*.

Custodian investors

Where the investment in the Adelaide Cash Management Account is made through or on behalf of an investor by a provider of margin loans (or its nominee(s)), a master trust, wrap account or other investor directed portfolio-type service (a *custodian*), the *account* will be held by the *custodian* rather than the investor on whose behalf the investment is made (the *custodian investor*) and the *custodian* may exercise the rights of the *account* holder (including rights to operate on the *account*), subject to the terms of their arrangement with the *custodian investor*.

Because a *custodian investor* will not be the *account* holder, a *custodian investor* does not have rights under *our* complaints process or under the Financial Claims Scheme. *Custodian investors* may also be subject to different conditions from those outlined in this *Product Guide* (such as procedures for making investments and withdrawals, cooling off periods, cut-off times for transacting, timing for distributions, additional fees and costs and investor reporting).

Adelaide Bank is not responsible for the operation of any *custodian* through which a *custodian investor* invests. *Custodian investors* should direct enquiries and complaints to their *custodian*, not to Adelaide Bank. In addition to reading this *Product Guide*, *custodian investors* should read all documents that explains their relationship with their *custodian*.

Things you should know

There are all sorts of things *you* need to know when deciding which *account* is right for *you*, and when *you* are banking with *us*.

This *Product Guide* contains information about the key features and *terms and conditions* that apply to this *account*. If *you* have any questions or would like more detailed information about this *account*, please contact *us*.

It is important that *you* read this *Product Guide* carefully before deciding to open an *account* and that *you* contact *us* or *your adviser* if *you* have any questions about the information contained in this *Product Guide*. *You* should retain this *Product Guide* for future reference.

This *Product Guide* is designed to help *you*:

- Decide whether this *account* meets *your* needs
- Understand how to access *your account*.
- Compare *our* product with others *you* may be considering.

Please note the information contained in this *Product Guide* is general information only and does not take into account *your* individual objectives, financial situation or needs.

For more information on this *account* please:

- Contact *your adviser*, or
- Contact *us*.

Contacting us

For additional details on this *account*:

- Call 1800 224 124
- Write to Cash Solutions,
GPO Box 1048, Adelaide SA 5001.

You should also contact *us* to report:

- A lost or stolen cheque or *card* or unauthorised use of a cheque or *card*
- A lost, stolen or disclosed *PIN*, *OBP* or other *code* or unauthorised use of any such *codes*.

Issuer

Adelaide Bank A Division of Bendigo and Adelaide Bank Limited ABN 11 068 049 178, AFSL 237879

Adelaide Cash Management Account overview

Feature	Summary	Reference in this Product Guide
Account access	At call access to <i>your</i> funds	Clause 3.1.3
Account access methods	<ul style="list-style-type: none"> EFTPOS <i>purchase</i> and/or withdrawal BPAY® deposit or <i>payment</i> Online Banking transactions <i>Regular payments</i> Third party direct debits Bank cheque withdrawals Deposit or withdrawal via <i>branches</i> ATM withdrawal, transfer or deposit¹ <i>Bank@Post™</i> withdrawal or deposit² 	Part D
Who can use	<ul style="list-style-type: none"> Individuals Companies Partnerships Trusts Self managed super funds 	Clause 3.1.1
Fees and charges	<p>Free transactions include:</p> <ul style="list-style-type: none"> Bendigo Bank ATM withdrawals, transfers and <i>balance</i> enquiries Cash deposits (at any Bendigo Bank <i>branch</i>) Auto deductions Auto Payment Plan BPAY to Adelaide Bank accounts Direct credits Online Banking <i>balance</i> enquiries <p>Key transaction costs include:</p> <ul style="list-style-type: none"> <i>Bank@Post</i> withdrawal or deposit Bank cheque EFTPOS <p>Fees are detailed in clause 5.2</p>	Clause 5.1

Feature	Summary	Reference in this Product Guide
Interest rate risk	<p>The interest rate applying to <i>your account</i> may be affected by changes in the official interest rate, which is determined by the Reserve Bank of Australia.</p> <p>Your interest rate can also be affected by changes in the interest rates prevailing between Australian banks in the Australian wholesale money market. These interest rates may vary depending on a number of factors, including Australian and overseas interest rates, market liquidity, exchange rates, monetary policy and other economic, social and political factors.</p>	Clause 2.11
Method of interest calculation	Daily on <i>closing balance</i>	Clause 3.6
Frequency of interest payment	<i>Monthly</i>	Clause 3.6
Minimum initial investment	\$1,000	Clause 3.1.2
Minimum operating balance	\$1,000	Clause 3.1.2
Maximum operating balance	No maximum <i>balance</i>	Clause 3.1.2
Minimum deposit amount	Nil	Clause 3.1.2
Minimum withdrawal amount	Nil	Clause 3.1.2
Statement frequency	<i>Monthly</i>	Clause 2.3

¹ ATM deposits and transfers available at selected Bendigo Bank ATMs.

² Bank@Post™ and its device mark are trademarks (registered or otherwise) of Australian Postal Corporation. All rights reserved.

©Registered to BPAY Pty Ltd ABN 69 079 137 518.

1. Part A – Banker and customer relationship

1.1 Our relationship

These *terms and conditions* govern the banker-customer relationship between *you* and *us*. As well as these express written *terms and conditions*, there may be implied terms relating to everyday banking matters.

The opening of *your account* will be taken as *your* acceptance of these *terms and conditions*.

Where *you* are not already bound by the *terms and conditions* in this *Product Guide*, the first use by *you* or an *authorised operator* of *your account* will be taken as acceptance of these *terms and conditions*.

Your relationship with *us* may also automatically stop in some cases. For example, if *you* close *your account*, if *you* become bankrupt or *insolvent*, or if *you* die. If we wish to end *your relationship* with *us*, in most cases we will give *you* reasonable notice.

2. Part B – Banking with us

2.1 How to change *your* details

If *you* change *your* address, telephone number or other relevant details *you* must notify *us* promptly so we can update *your* information. If *you* change *your* name, all *you* have to do is show *us* the documentation that supports the change, for example a marriage certificate if *you* have changed to a new married name.

Please note that unless *you* give *us* reasonable notification of such changes we cannot be held responsible for any resulting errors or losses.

All changes to *your* details are required to be submitted in writing.

2.2 Information influencing *your* account

If *you* provide *us* with incomplete or incorrect information we may not be able to meet *your* needs in the best possible way. Also, if *you* refuse to tell *us* some information we request, we may not be able to provide *you* with a financial product or a banking service.

2.3 Statements

We will provide *you* with a *monthly statement* for the *account*.

Your statement is an easy-to-read record of all transactions *you* have made over the *statement period*. Every *statement* is worth keeping as it provides an invaluable record of all transactions, interest earned and government charges as well as the current *balance*. *You* should check each *statement* carefully and contact *us* immediately if *you* find any error or unauthorised transaction.

2.4 Communication between *us*

Notices, certificates, consents, approvals and other communications must be in writing. Communications from *us* may be signed by any of *our* authorised employees.

Communications to *us* may be:

- Given personally to one of *our* employees or *officers* at:
 - any *branch*
 - *our* registered office: The Bendigo Centre, Bendigo VIC 3550
 - such other places as we advise *you* from time to time

- Sent by post or electronically to any of these places or to GPO Box 1048 Adelaide SA 5001 (as applicable)
- Given by any other means permitted by law.

A power of attorney in connection with a transaction under these *terms and conditions* may be given personally to one of *our* employees or *officers* at *our* registered office or the *branch* dealing with the transaction concerned.

We may communicate information to any one of *you* (which will be taken to be notice to all of *you*) by:

- Delivering it to *you* personally
- For individuals, leaving it at *your* residential or business address last known to *us*
- For bodies corporate, leaving it at *your* registered office by leaving it with one of *your* officers
- Sending it by post or electronically to any of these places
- Any other means permitted by law.

A notice or other document is taken to be given when:

- Given personally – on the date of the document or the date it is received by the addressee, whichever is the later
- Sent by post (other than a *card* or security code) – on the date of the document or the date when it would have been delivered in the ordinary course of post, whichever is the later
- Sent electronically – on the date of the document or the date on which the computer from which the information was sent produces evidence that the document was sent.

Communications given by newspaper advertisement are taken to be received on the date they are first published.

If *you* are a company, all communications from *you* must be signed by a director or *authorised operator* in certain circumstances.

We may serve any document in a court action (including a writ of summons, other originating process or third or other party notice) on *you* by delivering it to *your* residential or business address last known to *us* or by leaving it there. This does not prevent any other method of service.

We may telephone *you* to confirm any instructions regarding *your account* sent electronically to *us*. We reserve the right to withhold processing any instructions regarding *your account* sent electronically to *us* until we have confirmed these instructions with *you* by telephone.

2.4.1 Making communications available to you by electronic means

You agree that we may use electronic means to give communications to *you*. We may do so by:

- making the communication available to *you* by electronic means (including by publishing it online on a website if the communication does not include *your* personal information); and
- telling *you* (including by electronic means such as by email or SMS) that the communication is available and explaining how *you* can access it.

However, we will not give *you* communications as set out above if *you* have notified *us* that *you* do not want to receive communications from *us* in this way.

In this clause, '**communications**' means terms and conditions documents, Product Disclosure Statements, notices of changes to terms and conditions (including changes to interest rates and fees and charges), account statements, and other notices or information we are required to give *you* in writing.

To the extent that this clause is inconsistent with any other term in these terms and conditions, this clause prevails.

2.5 Changes to your account or information contained in this Product Guide

2.5.1 Changes to account terms and conditions

Subject to the following, we may change the *terms and conditions* that apply to *your account* (including the fees and charges that apply) at *our* discretion at any time. We may also change the *terms and conditions* that apply specifically to *EFT transactions*; please refer to clause 4.20 for further details of how those changes can be made.

We can only make changes to the extent reasonably necessary to protect *our* legitimate interests, or to benefit *you*, including:

- changes because of changes to *our* cost of funds or other costs of doing business or to ensure that we receive an adequate return on assets;
- changes because of requirements of laws or industry codes of practice, prudential standards, court decisions, decisions of *our* dispute resolution scheme, guidance or directions from regulators, and similar reasons;
- changes due to changes in the way we operate *our* business or *our* systems;
- changes we think are necessary to fix errors or to make things clearer;
- changes for information security or similar purposes;

- changes to reflect market practice or standards or to keep *our* products competitive and meeting customer expectations and needs; or
- changes made for other good reasons.

We will notify *you* of changes to *your account* in the following way:

Change	Minimum days notification	Method of notification
Introduce a new fee or charge (other than a government charge)	30 days	In writing
Increase the amount of a fee or charge (other than a government charge)	30 days	In writing or by press advertisement
Vary the minimum balance requirements for an account keeping fee	30 days	In writing
Vary the method by which interest or a fee or charge is calculated	30 days	In writing
Vary the balance ranges within which interest rates apply	30 days	In writing
Vary the frequency with which interest is debited or credited	30 days	In writing
Introduce or vary any government charge that directly or indirectly affects <i>you</i>, unless the government agency has already publicised the change	Day of change	In writing or by press advertisement
Change an interest rate (except where we have agreed to a fixed interest rate for a given term)	Day of change	In writing, on <i>our</i> webpage or by press advertisement
Change any other term or condition	Day of change	In writing or by press advertisement

You agree that we may notify *you* of these changes by the methods described above.

2.5.2 Other changes

We will advise *you* of any other material changes or significant events affecting *your account* or the content of this *Product Guide*. We will generally notify *you* of such matters before, or as soon as practicable after, the change or event occurs. *You* agree that we may notify *you* of this information in writing or by press advertisement.

For information in this *Product Guide* that is not materially adverse and is subject to change, *you* can obtain up-to-date information by:

- Contacting *your adviser*
- Calling *us* on 1800 224 124.

A copy of any updated information will also be provided free of charge upon request.

2.6 Privacy

We are committed to ensuring *your* privacy is protected and understand *your* concerns regarding the confidentiality and security of personal information *you* provide to *us*.

Our privacy policy and further details of how we handle *your* personal information is available from *us*.

Please refer to the beginning of this *Product Guide* for *our* contact details.

2.6.1 Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.

To comply with these requirements we may:

- Require *you* to provide *us*, or otherwise obtain, any additional documentation or other information
- Suspend, block or delay transactions on *your account*, or refuse to provide services to *you*
- Report any, or any proposed, transaction or activity to any body authorised to accept such reports relating to AML/CTF or any other law.

2.7 Banking Code of Practice

We have adopted the Banking Code of Practice. The Banking Code of Practice will apply to *your account* if *you* are an individual or a small business. In this *Product Guide*, and if *you* ask, we will provide *you* with general descriptive information concerning *our* banking services.

This includes:

- Account opening procedures
- Our obligations regarding the confidentiality of *your* information
- Complaint handling procedures
- Bank cheques
- The advisability of *you* informing *us* promptly when *you* are in financial difficulty so that we may discuss *your* situation
- Information on current *annual percentage rates* and fees and charges
- The advisability of *you* reading this *Product Guide*, which includes *terms and conditions* relating to *your* account.

If there is any inconsistency between this agreement and the Banking Code of Practice we will follow the Banking Code of Practice.

2.8 ePayments Code

In relation to personal *account* holders we warrant that we will comply with the *ePayments Code*. The *terms and conditions* in this *Product Guide* are not effective to create liabilities and responsibilities of *users* which exceed those set out in the *ePayments Code*.

2.9 Other regulations

As well as these *terms and conditions*, industry codes of practice and legislation may provide further rights or obligations. Key sources of regulation which may apply include:

- Banking Code of Practice – a voluntary code of conduct which sets standards of good banking practice for banks to follow
- *ePayments Code* – a voluntary code of conduct which applies to certain *accounts* and electronic transactions carried out by individuals
- Privacy Act 1988 (Cth) – privacy legislation governing activities such as the collection, use and disclosure of personal information
- National Credit Code – legislation which regulates the provision of credit to individuals for consumer purposes

- Corporations Act 2001 (Cth) – legislation which, among other things, regulates a wide range of activities relating to certain financial products
- Australian Securities and Investments Commission Act 2001 (Cth) – legislation which, among other things, prohibits misleading, deceptive and unconscionable conduct in relation to financial services
- Cheques Act 1986 (Cth) – legislation that deals with matters such as payment and collection of cheques as well as fraud and other unauthorised transactions
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) – legislation designed to combat money laundering and the financing of terrorism.

2.10 Resolving Complaints

We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- (a) Speaking to your adviser
- (b) speaking to a member of our staff directly;
- (c) by telephoning 1300 652 220;
- (d) website www.adelaidebank.com.au
- (e) secure email – by logging into Online Banking
- (f) contacting the Customer Feedback Team at:
Reply Paid PO Box 480
Bendigo VIC 3552
Telephone: 1300 361 911
8.30am – 5.00pm (AEST/ADST) Monday to Friday
Email: feedback@bendigoadelaide.com.au

Alternatively you may refer your complaint directly to the appropriate External Dispute Resolution scheme.

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne Vic 3001
Telephone: 1800 931 678
Email: info@afca.org.au
www.afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expire.

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):

GPO Box 5218

Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Web: www.oaic.gov.au

2.11 Risk

All financial products carry risk and different products may carry different risks depending on the nature of that product. *You* should consider *your* level of risk tolerance prior to investing and should have regard to *your* own investment objectives, circumstances and needs, and consider the need for professional advice, including taxation and legal advice.

The most significant risk associated with the Adelaide Cash Management Account is as follows:

Interest Rate risk

The interest rate applying to *your account* may be affected by changes to the official cash interest rate, which is determined by the Reserve Bank of Australia. *Your* interest rate can also be affected by changes in the interest rates prevailing between Australian banks in the Australian wholesale money market. These interest rates may vary depending on a number of factors, including Australian and overseas interest rates, market liquidity, exchange rates, monetary policy and other economic, social and political factors.

2.12 Commission

We may pay commission to *your adviser* based on the *deposit balance* of *your account* and the percentage of commission charged. Commission is deducted from the total interest we pay on *your account*. The amount of commission charged by *your adviser* directly affects the *interest rate* received by *you* on *your account*.

Ongoing commission	Amount	When
We may pay a standard ongoing commission to the financial adviser or entity that refers you to this account	0.275% per annum (inc GST)	Paid monthly on the average balance of your account

As an example:

We offer an 'all-up' (total) *interest rate* of 5.00% p.a. on the *account* to *your adviser*. If *your adviser* takes the standard 0.25% p.a. commission the *interest rate* received by *you* will be 4.75% p.a.

Please note: examples are used for illustrative purposes only.

Additional commissions or incentive payments are inclusive of GST and may also be provided to a financial *adviser* or entity that refers *you* to this *account*, or the company that operates the financial *adviser* group to which the financial *adviser* belongs.

Your adviser may give *you* further information about benefits received by them (such as commission) when providing *you* with financial product advice or arranging for *your account* to be opened.

Where prohibited by law, including the Corporations Amendment (Future of Financial Advice) Act 2012 (Cth), we will not pay any commissions, fees or soft dollar benefits to *advisers* and related parties.

Commission may also be payable to a *custodian* as described above.

2.13 Financial Claims Scheme

The Financial Claims Scheme protects depositors through the provision of a guarantee on deposits (up to a cap) held in authorised deposit-taking institutions (ADI) in Australia and allows quick access to their deposits if an ADI becomes insolvent.

As such please note the following information:

- *You* may be entitled to a payment under the Financial Claims Scheme in the event of *us* becoming insolvent;
- Accessibility to the Financial Claims Scheme is subject to eligibility criteria; and
- Information about the Financial Claims Scheme can be found at www.fcs.gov.au

2.14 Account Switching

If *you* have opened *your account* as an individual i.e. not as a company or superannuation account, *you* have access to an easy payments switching service. This service enables *you* to switch *your* regular direct debits and credits from *your* old account to *your* new account with *us*. For more information about this service please speak to *your adviser* or contact *us*.

3. Part C – Using your account

3.1 Your account

3.1.1 How to open your account

To open an *account* with *us* you will need to complete an *account* application form with *your* personal details. *You* will be asked to sign this form to certify that all the information is correct. With this information we will be able to identify *you*. An application must be made through *your adviser* or by a *custodian*.

An *account* may be opened in the name of an individual, company, partnership, trust, association, co-operative, a self managed superannuation fund or a *custodian*.

Eligible Investors

You must be 18 years or over to open an *account*. Investments are only available to *persons* receiving an up to date (electronic or otherwise) copy of this *Product Guide* within Australia. Applications from outside Australia will not be accepted. The individual(s) or entities in whose name in which the investment is made in and all signatories to the *account* must reside in Australia. Applications not meeting these requirements will be rejected.

3.1.2 Minimum deposits, transactions and balances

The minimum initial investment amount to establish an *account* is \$1,000. There is no minimum deposit nor minimum withdrawal amount.

The minimum operating *balance* on *your account* is at all times to be \$1,000. There is no maximum operating *balance*.

Should *your account* fall below the minimum *balance* of \$1,000 or have no *balance*, we reserve the right to close the *account*.

3.1.3 Availability of funds

Your funds are available at call.

3.2 How to identify yourself

When *you* open an *account* with *us* we need to obtain identification as required by law, including 'Know Your Customer' requirements under anti-money laundering and counter-terrorism financing legislation. This will include information such as, for an individual, name, residential address and date of birth and for a company, information such as details of directors and shareholders. Where the customer is a trust, details

of the trustee and beneficiaries may be required. We may also require other information about beneficial owner(s), and information about *your* activities and reason for opening an *account* in Australia.

You only need to provide this information once. We will file it for future reference should *you* open other *accounts* with *us*. This information is also required if *you* become a signatory to an *account* of another *person* or organisation.

3.3 Joint accounts

If *you* have a joint *account* with another *person* or *persons*, *you* will each be liable for any amount due to *us* on the *account* and any other obligation under these *terms and conditions*.

Under these *terms and conditions* *you* are liable both separately on *your own* and jointly with any one or more other *persons* named as *account* holders of *your account*.

This includes *your* successors and assigns. This means we can ask all of *you* or any one of *you* for the whole of the amount owing, if the *account* becomes overdrawn.

In some cases *you* may be able to limit *your* liability on a joint *account*. A request to limit *your* liability to *us* will only apply in relation to future advances and not to money already owing. *You* should direct any requests to limit *your* liability in writing to *us*. Requests are only effective upon written acceptance from *us*.

Joint liability for amounts owing to *us* may also be limited as a result of family law property proceedings, for example following a Family Court decision to transfer the mortgage and title on a jointly owned home.

Upon the death of one or more of *you*, we shall be entitled to treat the survivor(s) as having title to *your account*. However, we will normally treat all authorities for operating the joint *account* as cancelled once we know of *your* death (and certain conditions have been met) or of *your* bankruptcy. We must be notified as soon as practicable if one of *you* dies.

It will be up to *you* and the other joint *account* holders to say how many of *you* must sign in order to operate the *account*. Any such arrangement will form part of the *terms and conditions* of the *account* with *us* and may be altered at the request of *you* and the other joint *account* holders.

If we receive no other instructions we will assume the signature of any of *you* is required.

Regardless of any arrangement with *us*, any holder of a joint *account* can require *us* to operate the *account* only on the signature of all parties. This might be done if there is a dispute between the joint *account* holders.

Unless we agree otherwise, the signature of any of *you* is required:

- On any notice or request for withdrawal of monies
- On receipt for monies paid
- To appoint or remove an *authorised operator* to *your account*
- To end *your* relationship with *us* under these *terms and conditions* at *your* request.

If there is more than one of *you*, *you* authorise *us* to accept for the credit of *your account* any cheque payable to any one or more of *you*.

You agree that where *you* hold an *account* jointly with another *person* or *persons*, *you* each appoint the other *account* holder(s) as *your* agent for the purposes of receiving a copy of this *Product Guide*, *statements of account*, transaction confirmations and any other information relating to the *account* that is required to be provided to each *account* holder. *You* can obtain copies of any of this information at any time by contacting *us*.

3.4 Giving someone access to your account

3.4.1 Access to your account

You can appoint an *authorised operator* to *your account* as outlined in this clause. Each use of *your account* by an *authorised operator* is subject to these *terms and conditions* as if *you* had used the *account*.

3.4.2 Who you can appoint

You may appoint any of the following to be an *authorised operator* on *your account*:

- A *person* aged 18 years or older
- A company
- A partnership
- *Your* financial adviser including the adviser firm.

3.4.3 Level of authority

There are 2 levels of authority *you* can grant *your authorised operator*:

Limited Access enables *your authorised operator* to access *your account* information and authorise withdrawals to *your* nominated *account*; or

Full Access allows *your authorised operator* to do anything which *you* could do in relation to the *account*.

Refer to the table in 3.4.7 which explains the functions which can be undertaken by *limited access operators* and *full access operators*.

3.4.4 Appointing your financial adviser to operate your account

In the application form *you* can appoint the relevant level of authority for *your adviser* and *adviser* firm by completing section 13B of the application form.

By appointing *your adviser*, *you* are also giving authority to the *adviser* firm. The firm will provide *us* with a list of persons who are authorised to transact on its behalf. The firm must tell *us* in writing of any changes to their *authorised signatories*. Any instructions given by *your adviser* and their nominated *authorised signatories*, in accordance with their level of authority, will be acted on by *us* in good faith as if it were given by *you*.

You may change the level of authority of *your adviser* by notifying *us* in writing

3.4.5 Cancelling your financial adviser's operator status

If *you* open *your account* through *your adviser*, they will automatically be a *Limited Access Operator*. They are unable to opt out of being a limited access *authorised operator* if they wish to be noted on *your account*.

You may cancel *your adviser's* authority to operate at any time by notice in writing.

Your adviser may also cancel their own *authorised operator* status at any time.

If *your adviser* and/or their relevant professional licence is suspended, revoked or cancelled, their *authorised operator* status may be suspended or revoked at *our* discretion without notice. Upon revocation of the *authorised operator* status, the *account* will be either transferred to an *authorised operator* of the same financial adviser firm or transferred to *you* to be operated as a direct customer.

Authorised operators will automatically have their status suspended once we are notified of a potential *insolvency event*. Once we receive confirmation that their firm/licence has experienced an *insolvency event* we will revoke their *authorised operator* status.

3.4.6 How to appoint an authorised operator (other than your financial adviser).

You may also appoint an *authorised operator* other than *your financial adviser* with *full* or *limited access* status on *your account*, by forwarding to *us* *your* completed and signed *authorised operator* form.

You may vary or cancel the authority to operate at any time by notice in writing.

3.4.7 Functions your authorised operator can perform

Refer to the table which explains the functions which may be performed by *limited* and *full* access authorised operators:

Function	Limited Access	Full Access
Access information relating to your account via phone, fax and email	✓	✓
View commission details ¹	✓	✓
View your account details and transactions online ²	✓	✓
Request additional copies of periodic statements ³	✓	✓
Advise us of your TFN	✓	✓
Instruct us to change your personal details	✗	✓
Instruct us to withdraw funds to your nominated transaction account as specified in your application form	✓	✓
Instruct us to withdraw your funds to any bank account	✗	✓
Close your account	✗	✓
Change your nominated transaction account details	✗	✗

1 This function is only available to your adviser.

2 Online Banking services are not available to your financial adviser. Your financial adviser can view your account details and transactions via the adviser portal

3 Charges apply to requests for interim and duplicate statements, closing details and transaction summaries. Refer to the fees and charges section of this Product Guide for further information.

Authorised operators, whether with limited or full access, are not able to appoint or remove other authorised operators on your account.

3.4.8 Terms and conditions applicable to authorised operators

You should ensure that an authorised operator is familiar with:

- The terms and conditions in this Product Guide (prior to that authorised operator using a transaction service), and
- Any changes we make to these terms and conditions (authorised operators should note that we may not be obliged to notify them of those changes).

We will provide a copy of this Product Guide to you or an authorised operator at any time upon request.

When you allow an authorised operator to use your account (including use of a transaction service) you are bound by and liable for any such use (including for any fees and charges) as if your account had been used by you. However, you will not be liable if the authorised operator's rights to use your account were previously withdrawn in accordance with the following paragraph.

An authorised operator's rights to use your account will be withdrawn from when you have notified us in writing when you want that to happen, and whether any card issued to that authorised operator has been returned to us or you have taken reasonable steps to return the card to us. If you are a joint account holder, all of your signatures are required.

If you are unable to return to us a card issued to an authorised operator you may ask us to place a temporary stop on the access that the authorised operator has to your account. However, unless and until the card issued to the authorised operator is returned to us the stop will not necessarily prevent the authorised operator from using the card. Unless you have taken reasonable steps to return the card to us, you will incur liability for all transactions arising from use of the card by the authorised operator. We may require you to make a written statement outlining the steps you have taken in attempting to return the card to us. You may place a temporary stop on the authorised operator's access by visiting a branch or by sending us a request in writing.

If you appoint your stockbroker or financial adviser as an authorised operator, then they may place a trade hold on your account.

We may cancel the appointment of an authorised operator, by giving you fourteen days written notice of our intention to do so.

Where an authorised operator is a company, the powers of operation vested in the company are also taken to be vested in any director, any employee and any agent (accepted by us) of the company, and where the authorised operator is a partnership, the powers of operation are also taken to be vested in any partner, any employee and any agent (accepted by us) of the partnership.

Where there is more than one authorised operator any one of them may give instructions in relation to your account, unless you specify otherwise.

3.5 How to make deposits and withdrawals

Deposits

Your initial deposit, and subsequent deposits can be made by:

- Cheque payable to 'Adelaide Bank - your name'; or
- Electronically by using *your* direct debit/credit number which can be confirmed by *your* adviser; or
- Electronically via direct debit.

Further information

There are many ways *you* can access *your account* with *us*. Please refer to Section 4 for further details on how to make deposits and withdrawals.

3.6 Interest rates

The interest rate on *your account* will be determined by *us* from time to time. We may at *our* discretion vary the interest rate on *your account* at any time. The current interest rates applicable to *your account* are available by:

- Contacting *your adviser*
- Viewing the most recent copy of *your statement*
- Calling *us* on 1800 224 124.

Interest on *your account* is calculated daily on the *closing balance* of the *account*. Interest is paid to *your account* on the last day of each *statement period* and when *your account* is closed.

Interest is calculated on the daily *closing balance* of *your account* using the following formula:

Daily closing balance X Daily percentage rate

The *daily percentage rate* is the *annual percentage rate* for that day divided by the number of calendar days in the year.

3.7 Overdrawn accounts and interest charges

There must not be a *balance* owing on *your account*. If there is a *balance* owing on *your account* then that amount is immediately due and payable by *you* to *us*.

It is *your* responsibility to ensure that there are sufficient cleared funds available in *your account*, or that *you* have made the necessary arrangements with *us*, to allow a payment to be made. If *you* overdraw the *account* and we dishonour the transaction, a fee will be charged to *your account*.

We may charge interest on any overdrawn amount. Interest will be charged to *your account* on the last day of each *statement period* and on the day that *our* relationship with *you* ends. If, however, the day we debit interest charges is not a *banking day* we may debit interest charges on the preceding *banking day*.

Interest charges are calculated daily from the date *your account* is overdrawn up to and including the date we are paid. Depending on how long before *you* repay the money to *us*, interest may be capitalised at the end of the periods we choose. Please refer to the contact details section at the beginning of this *Product Guide* to find out how to obtain the current interest charges applicable to *your account*.

You may also be charged a fee to reimburse *us* for any costs we incur in the recovery of *our* money.

3.8 Amounts which can be debited to your account

You agree that we may debit to *your account* without notifying *you* each drawing *you*, or an *authorised operator*, make or authorise on *your account* and *you* agree to pay *us* fees and charges debited as described in clause 5.1 and any other amount *you* must pay in connection with these *terms and conditions* on the date it becomes due.

3.9 Minimum deposit balances

You must ensure that *your account* is maintained consistently with the minimum *deposit balance* described in clause 3.1.2 of these *terms and conditions*, and if *you* do not we will inform *you* and ask *you* to restore the *balance* to the minimum.

Should *your account* fall below the minimum operating *balance* of \$1,000 or have no *balance*, we reserve the right to close the *account*.

3.10 Unused accounts

If *you* do not operate *your account* for seven years and there is \$500 or more in *your account*, we may be required to transfer *your* funds to the Commonwealth Government.

If *your account* does not meet the minimum operating requirements we have the authority to close *your account*. Please refer to the *Adelaide Cash Management Account overview* for the minimum requirements.

3.11 How accounts may be closed or suspended

You or any other *full access operator* may close, or suspend access to, *your account* at anytime through *your adviser*, or if *you* have direct access to *your account* *you* can instruct *us*. If there is more than one of *you*, we will only end *your* relationship with *us* under these *terms and conditions* on request if the request is from all of *you*. Upon *your* request, another financial institution may close *your account* on *your* behalf by mail.

We may exercise *our* discretion to close, or suspend access to, *your account* due to unsatisfactory conduct or for any other reason (e.g. if we reasonably consider it necessary to prevent fraud or other losses to *you* or *us*). If we close *your account*, we will notify *you* as soon as possible.

If *your account* has a *deposit balance* we will pay the *deposit balance* to *you* or as *you* direct.

A cheque form issued under these *terms and conditions* may not be used after *our* relationship has ended and must be immediately returned as soon as we advise *you* that *our* relationship has ended or when *you* request the *our* relationship with *you* end.

If *our* relationship with *you* ends, *your* liabilities (including the obligations to make any payment and *your* liability for any interest charges and fees and charges) continue even if we pay *you* any *deposit balance* in *your account*. If *your account* is in credit when closed, where applicable, any interest will be credited to the *balance*. If any accrued fees or charges, or government charges are due on the *account* up to the closing day, these may be deducted from the *account balance*. *Monthly* fees may still apply where the *account* is closed part way through the *month*. If there are uncleared funds in the *account* we will not make these funds available to *you* until the funds are cleared.

If *your account* has a debit *balance* on closing *you* must pay *us* the *balance* owing plus any accrued interest charges, other fees or charges and any government charges applicable to the day of closing.

When *you* close *your account* *you* must return to *us* any *cards* used to operate the *account* (including any *cards* issued to an *authorised operator*).

If *you* do not meet the minimum requirement of this product we have the ability to close *your account*.

Please note

Before closing an *account*, *you* should ensure *you* notify anyone who makes payments to or from *your account*, and cancel any *regular payments* to or from the *account*.

4. Part D – Transaction services

4.1 About the transaction services

The *transaction services* are provided directly by us.

To the extent that the *ePayments Code* applies to transactions covered by these *terms and conditions*, these *terms and conditions* reflect the requirements of the *ePayments Code*. The *ePayments Code* is a voluntary code that is designed to give you protection in conducting funds transfers through electronic means. The *ePayments Code* does not apply to certain *business accounts* (see clause 4.19 for details).

Cards may usually be used to access any transaction accounts to which we have agreed the card is linked. The types of electronic transactions that are available using a card include ATM withdrawals, transfers, *balance* enquiries, and deposits, EFTPOS payments and withdrawals, *Bank@Post*.

Home Banking Services may usually be used to access transaction accounts where we have agreed to make such access available to you. The types of transactions that are available using *Home Banking Services* include *BPAY* payments and deposits, Online Banking transfers and payments (including AnyPay and BatchPay payments).

Transaction accounts are generally accounts which permit the types of electronic transactions referred to above.

4.2 Summary of transaction services

You or an *authorised operator* can access your account by using certain *transaction services*, depending on the type of account you have with us. These services are:

Transaction services	Ways of using the transaction services	Reference in this Product Guide
Cheques	<ul style="list-style-type: none"> • Deposit via post • Deposit via <i>branch</i> • Bank cheque withdrawal 	Clause 4.9
Cards	<ul style="list-style-type: none"> • <i>Branch</i> deposits and withdrawals • ATM transfers, deposits and withdrawals¹ • EFTPOS payments and withdrawals • <i>Bank@Post</i> deposits and withdrawals 	Clause 4.11
Home Banking Services²	<ul style="list-style-type: none"> • Online Banking • <i>BPAY</i> • AnyPay • BatchPay 	Clauses 4.12 and 4.13
Regular payments and third party direct debits	<ul style="list-style-type: none"> • <i>Regular Payment Plan</i> • Automatic deduction • Periodical payment • Third party direct debits 	Clause 4.15

¹ ATM deposits and transfers available at selected Bendigo Bank ATMs.

² Online Banking services are not available to your financial adviser or stockbroker unless you specifically advise the Bank in writing that you wish to have your financial adviser or stockbroker to do so. The Bank must receive these instructions in writing and signed.

Please note: Transaction services are not available to *custodian investors*.

4.3 Applying for *transaction services*

To use the *transaction services* described in Part D you may need to apply to us by such means as we permit from time to time. The forms you need to use can be sent to you in the post or can be collected from your adviser.

We can accept or decline your application at our discretion.

4.4 How much can you access?

In relation to any *access method*, we may set and vary dollar limits (maximum and minimum) for certain categories of transaction, each transaction within a category, cumulative transactions in a category or combination of categories (either at all or over a specified period of time), or on any other basis we determine. Without limiting the above we may set dollar limits for:

- Cash withdrawals
- *Home Banking Service* transfers or payments
- All *online banking payments* including AnyPay and BatchPay to a specified payee or group of payees
- *BPAY payments*
- Any other type or types of *Home Banking Service*.

In addition to the above, a limit may be placed on withdrawals made using a *transaction service*:

- Whether in cash or by cheque or otherwise
- Whether by number or amount or otherwise
- Where in relation to a particular period of time or otherwise.

Withdrawals or transfers from your *account* may only be made in a manner permitted by us. New limits for withdrawals may be introduced in the future. The limits may also be subject to change.

Limits applicable to your *account* in respect of each *transaction service* are set out in this *Product Guide*. These limits are subject to change from time to time.

4.5 When can you access your account?

The hours during which you can use an *access method* may be varied from time to time without notice.

4.6 Malfunctions

If an *electronic banking device* malfunctions, alternative manual procedures may be available from the merchant for retail point of sale transactions by using a *card* and signing your authorisation of the transaction.

We are not liable for any loss or inconvenience whatsoever, where *electronic equipment* or an *electronic banking device* does not accept a transaction for any reason.

4.7 Authorisation

When a user uses an *access method*, you authorise us to act on the instructions given or entered.

When a user authorises an *EFT transaction* which we accept, we will issue a receipt (which for a *Home Banking Service* transaction may be an electronic receipt) as required by the *ePayments Code* (to the extent that it applies to the transaction). However, the transaction may not be processed until the next day on which we process such transactions.

4.8 Processing of transactions

Transactions will be processed as soon as practicable.

4.9 Cheques

It is important that you read this general information about cheques, and familiarise yourself with your obligations and responsibilities in relation to the conduct of your *account*.

If you fail to observe your obligations and responsibilities you will not be able to make a claim in relation to any loss or damage that may occur, and you may be required to indemnify us in respect of any loss or damage.

4.9.1 General information about bank cheques

This clause gives you general information about bank cheques. It is general information only.

What is a bank cheque?

The term 'bank cheque' describes a cheque which is to be paid by the bank itself, rather than from a customer's *account*.

Bank cheques are generally treated by the law in the same manner as ordinary cheques. Although many people regard bank cheques as cash, you should be aware that in certain circumstances a bank cheque may not be paid by the bank that issues it. To clarify this position, the banks who are members of the Australian Bankers' Association have adopted the procedures set out below in relation to bank cheques.

Forged or unauthorised bank cheques

If the signature of an *officer* of a bank is forged or placed on a bank cheque without the bank's authority, the bank is not legally liable for it.

Bank cheque materially altered

A bank will dishonour a bank cheque which has been fraudulently and materially altered. A bank will cooperate with any holder of a cheque, or a *person* who is about to receive it, who may want to verify that the cheque is a valid bank cheque.

Bank cheque reported stolen or lost

Where a bank is told that a bank cheque is lost or stolen and is satisfied that this is the case, the bank will not honour it if it is presented for payment by a *person* who has no right to it. The bank may provide a replacement bank cheque. The bank may require an indemnity and other documentation in this situation.

Court order restraining payment

A bank must observe an order of a court restraining the bank from paying its bank cheque which is presented for payment while the order is in force.

Failure of payment for the issue of a bank cheque

Where a bank has not received payment for issuing a bank cheque to a customer (for example, the customer's cheque to the bank in payment for the bank cheque is dishonoured), the bank will refuse to pay the bank cheque only if the *person* presenting the bank cheque for payment:

- Has not given value for it (for example, the bank cheque is stolen)
- Has given value for it but at the time of doing so he or she knew the bank had not been paid for the bank cheque (for example, that the cheque in favour of the bank had been dishonoured).

Again, an indemnity and other documentation may be required in this situation.

4.10 Rules relating to cheques

4.10.1 These *terms and conditions* apply to any cheque issued by us to enable you or an authorised operator to draw on your account.

- Each cheque issued by us in connection with your account is our property and must be immediately returned to us on demand.
- If the amount in words on any cheque varies from the amount expressed in figures then the lower amount prevails.
- When you draw a cheque on us it will, when the cheque is handed to us:
 - be taken to be a request by you to us to withdraw funds from your account for the amount shown on the cheque
 - constitute an authority to remit those funds to the payee of the cheque or the payee's bank.
- The *person* signing a cheque must initial any alterations, date the cheque on the date when it was signed and complete all details.
- You must take reasonable care in the management of your affairs to ensure that:

- only *authorised persons* sign cheques
- each cheque is completed properly and with due care so as to prevent unauthorised, stolen, forged or fraudulently altered cheques being presented for payment
- each cheque is properly and correctly accounted for in your records.

- If, when checking any cheque or particulars of any cheque, we find on it any irregularity or omission, we may dishonour or stop payment of the cheque on your behalf.
- You must keep cheque forms issued to you in a safe place and notify us immediately in writing if they are lost or stolen.
- You must notify us immediately if you suspect your cheque has been forged or fraudulently altered or has been drawn in whole or in part without authority from you.
- On receipt of each *statement of account*, you should check the entries carefully and promptly notify us if you have any cause to suspect that there is any cheque or transaction recorded on the *statement* that is incorrect or that you did not authorise.
- The indemnities contained in clause 4.26 apply to any loss or damage suffered in relation to the matters referred to in clause 4.9.

4.10.2 If you lose, deface or destroy any cheque issued to you or it is stolen or misused then:

- You must notify us of that fact immediately in writing
- You must give us any information or documents we reasonably request in relation to that event.

4.11 Cards

4.11.1 Cashcard access

You can use a Cashcard to access your account.

If you request a Cashcard, you can use your Cashcard and PIN to:

- Withdraw funds and check your account balance at any Bendigo Bank ATM, or at any other ATM displaying the Cashcard sign
- Purchase goods or withdraw funds (in most cases) at the thousands of EFTPOS terminals and ATMs Australia-wide
- Withdraw funds at any Australia Post outlet displaying the Bank@Post symbol.

Please be aware that your card is magnetically encoded.

If the *card* is exposed to a strong magnetic field or comes into contact with a plastic security access *card*, the encoded information may be destroyed. The *card* may then be unusable as an *electronic banking device*.

4.11.2 Applying for a *card*

You may apply for a *card* or request us to issue a *card* to an *authorised operator* by such means as we permit from time to time. We may accept or decline any such application or request at our discretion.

Each *authorised operator* who has been issued a *card* must use their *card* on the same *terms and conditions* as apply to you. You should refer to clause 3.4 for more details in relation to *authorised operators*.

4.11.3 Receiving a *card*

When a *user's* application for a *card* is approved we will advise the *users* of their *PIN* and:

- Where to collect the *card* in which case the *user* must attend at that place to collect the *card* and sign an acknowledgement of receipt of the *card*
- Subsequently send the *card* to the *user* by post.

You should refer to clause 4.18 of this *Product Guide* in relation to our requirements for the security of your *PIN*.

Things to remember when a <i>user</i> gets a <i>card</i>	
Sign it	Sign the <i>card</i> as soon as it is received
Valid from	A <i>card</i> is only valid from the 'valid from' date shown on it (if any, and if not, from when the <i>card</i> is issued by us) until the 'until end' date shown on it
Who can use a <i>card</i>?	A <i>card</i> must only be used by the <i>person</i> named on it
When will a <i>card</i> transaction be processed?	Transactions that are made using a <i>card</i> are processed as soon as possible
Replacement <i>card</i>	We may issue a replacement <i>card</i> at any time

Lost, defaced, destroyed, misused or stolen *card*

You or the relevant operator must notify us immediately in relation to any lost, defaced, destroyed, misused or stolen *card*, either in writing, in person at a *branch*, or by telephone (in which case written confirmation will be required) and must give us any information or documents we require in relation to that event. See clause 4.11.12 for further details on lost, stolen or misused *cards*.

Forgotten your *PIN*?

If you forget your *PIN* you can contact us with proof of your identity and we will arrange for a new *PIN* to be issued within a few days

4.11.4 Using a *card* for purchases

You can use your *card* to access your *account* to pay for goods and services, and even withdraw cash at some locations. Your *PIN* is used to authorise transactions on your *account*. You can normally use a *card* to obtain goods and services at merchants (such as shops, restaurants and theatres) in Australia.

EFTPOS simply transfers the value approved by you from your selected *account* into the *account* held by the merchant.

Where a transaction that would otherwise be a *purchase* is processed via an EFTPOS facility you will be able to select the appropriate CHQ or SAV button and then your *account* (or for a linked *account*, the *account* you have nominated to us as being linked to that button) will be debited and the transaction will be treated as a cash withdrawal from the relevant *account*.

The fact that the EFTPOS symbol is displayed at a merchant's premises does not mean that we guarantee that any or all goods and services available there may be obtained using a *card*. We are not responsible if a merchant refuses to accept the *card*, does not allow cash withdrawals or places other limitations on using the *card*.

We have no control over the hours a merchant may be open for business. The hours during which a terminal will be available may therefore vary in accordance with the merchant's opening hours. We are not responsible for goods or services obtained by using a *card*, unless the law makes *us* liable. Therefore, if *you* have any complaints about goods or services *you* must take them up with the merchant.

4.11.5 Authorising a payment

It is *your* responsibility to check that the correct amount is entered in a terminal or written in the 'total' box on a voucher or appears on any other record of a transaction before *you* authorise the transaction or sign the voucher. Some transactions also need authorisation from *us*. We may choose not to authorise a proposed transaction (eg. where we reasonably believe a transaction may be fraudulent).

4.11.6 Sales vouchers

You agree that any request by a *user* to a *person* authorised to display or use the Cashcard sign for the supply of goods or services is authority for such *person* to issue a sales voucher for the amount shown on the face of the voucher.

You agree that the amounts shown on each sales voucher are sufficient evidence of the cash price of the goods and services to which the voucher relates (whether or not the voucher is signed by *you*). We do not have to forward to *you* copies of sales vouchers for transactions effected by use of a *card*.

4.11.7 Using a *card* to obtain cash

To withdraw cash from *your account* at a *branch*, simply present *your card* at the counter. *You* may be asked to show suitable identification such as a photographic driver's licence or passport to identify that *you* are the authorised holder of the *card*. If *you* do not have *your card*, *you* may still be able to withdraw cash from *your account* at a *branch*, subject to producing suitable identification and any other requirements that we wish to impose. The amount of cash *you* can withdraw from a *branch* is subject to the amount of cleared funds in the *account*.

If *you* want to withdraw more than \$5,000 from a *branch* *you* will need to give *us* notice of at least 24 hours prior to the withdrawal.

You may, subject to available funds in *your account*, obtain cash from an *account* up to the withdrawal limit set for the *account* by using a *card* in combination with *your PIN* at any of *our electronic banking devices* or

any *electronic banking devices* of any other institution displaying the relevant symbol. Some merchants who have an *electronic banking device* may also allow *you* to withdraw cash from an *account* at the same time as *you* pay for goods and services.

You can withdraw cash from an *account* with *us* using *Bank@Post*. *You* may be asked to enter *your PIN* into an *electronic banking device* to make a *Bank@Post* transaction.

The amount of cash *you* can obtain using a *card* may vary depending on where *you* use the *card*.

Withdrawals made using ATMs, via EFTPOS and through *Bank@Post* are currently subject to a combined daily withdrawal limit of \$1,000.

The cash withdrawn from an *electronic banking device* will be in the denominations that the *electronic banking device* allows. When the money comes out of the *electronic banking device* it is at *your* risk and we are not responsible if it is lost or stolen. We do not warrant that an *electronic banking device* will always have money available. Other financial institutions can determine from time to time what transactions can be carried out at their *electronic banking devices*. We may charge *you* a fee for using *our electronic banking device* or someone else's *electronic banking device*. Please refer to clause 5.1 for the fees and charges applicable to *your account*. *You* must not put any matter or substance of an explosive, dangerous, damaging or offensive nature in an *electronic banking device*.

4.11.8 Refunds

Your account will only be credited with a refund for a *card* transaction if we receive a refund voucher or other refund verification acceptable to *us*. A refund due to *you* will be applied to *your account* as if the refund were a payment. Please note that this sub-clause applies to refunds only and does not apply to any readjustment of the *balance* of an *account* as a result of an unauthorised transaction where *you* are not liable. Please refer to Part D of this *Product Guide* for those readjustments.

4.11.9 Use of a *card*

For the purposes of these *card terms and conditions* 'use' in relation to a *card* includes any physical use of the *card* (such as in an ATM) and any notification of use of the *card* number or any identifying number issued by *us* in relation to the *card* or an *account*.

4.11.10 Cancellation, return, loss and misuse of cards

We may at *our* option or at *your* request suspend or cancel the use of a *card* or retain a *card* presented to *us* or any other *person*.

A *card* issued in respect of an *account* must not be used after the *account* is closed or after the use of the *card* has been suspended or cancelled, and must be immediately returned as soon as we advise *you* the *account* is closed or the *card* use has been suspended or cancelled or *you* request that the *account* be closed or the *card* use be suspended or cancelled.

4.11.11 Return of cards

Each *card* issued by *us* is *our* property and must be immediately returned to *us* on demand. *You* should refer to clause 3.4.8 of this *Product Guide* for details of what *you* must do if *you* are unable to return to *us* a *card* issued to an *authorised operator*.

4.11.12 Lost, stolen, misused or unauthorised use of cards

It is vitally important for *you* to contact *us* as soon as possible if:

- A *card* is lost or stolen
- Someone has fraudulently placed a telephone, internet or direct mail order against *your card*
- *You* suspect that a *PIN* is known to someone else or *you* suspect any unauthorised telephone, internet or mail use of an *account* or other type of unauthorised use involving a *card*.

Immediate notification may prevent an unauthorised *person* from using *your card*. If *you* do not tell *us* that *your card* has gone missing or if *you* disclose the *PIN* to someone else or leave a record of it with *your card* or act with carelessness in failing to protect *PIN* security, *you* may be liable for the bill arising from an unauthorised use of *your account*. For this reason, it is extremely important that *you* do not leave a record of *your PIN* either with *your card* or in a place where it can be easily found. However, *you* are not liable for losses resulting from an unauthorised transaction if that transaction took place after *you* notified *us* of the loss or theft of *your card* or where a *card* and *PIN* are used if it is clear that *you* did not contribute to such losses.

You should refer to clause 4.18 of this *Product Guide* for *our* requirements for the security of *your PIN* and other codes and in relation to *your* liability.

You will need to give *us* all relevant information *you* may have, so that we can suspend *card* access to the *account* and linked *accounts*. *You* may be required to confirm in writing any notice *you* give *us* by telephone. When *you* report the matter *you* may be given a notification number (or other form of acknowledgment).

You should retain that number as confirmation of the date and time of *your* report.

If *you* recover a *card* that has been reported lost or stolen, the *card* must not be used again. Instead *you* should report the recovery to *us*. The *card* should then be cut in half and sent to *us* by security post.

4.12 Home Banking Services (including BPAY)

4.12.1 Applying for Home Banking Services

You may apply for access to *your account* for *you* or an *authorised operator* using *Home Banking Services* by such means as we permit from time to time. The *Home Banking Services* available to *you* will be determined by *us* from time to time.

Each *authorised operator* who has *Home Banking Service* access must use the *Home Banking Services* on the same *terms and conditions* as apply to *you*. *You* should refer to clause 3.4 of this *Product Guide* for more details in relation to *authorised operators*.

Contact *us* to apply to access *your account* via any or all of *our Home Banking Services*.

We may accept or decline any such application at *our* discretion.

Some *Home Banking Services* may not be available where more than one signature is needed to operate *your account*.

4.12.2 Equipment for Home Banking Services

You need to supply and maintain *your own* equipment to use *our Home Banking Services*, including any *electronic equipment* and software necessary to enable *you* to use Online Banking which may include continuance of an *account* with a telecommunications network provider.

Customers using Online Banking are encouraged to take all reasonable steps to protect the security of their *electronic equipment* by ensuring that it is free from viruses and/or any form of program or mechanism capable of recording personal information.

4.12.3 Online Banking Password (OBP)

When an application for access to an *account* via a *Home Banking Service* is approved, we will advise the *user* of their *Online Banking Password (OBP)*. The *user* will be issued an *OBP* for Online Banking.

Things to remember about <i>your OBP</i>	
Lost, stolen or misused OBP or OBP disclosed to another person	If <i>you</i> or an <i>authorised operator</i> lose <i>your OBP</i> or have any reason to believe that it has been lost, stolen, misused or disclosed to another <i>person</i> , <i>you</i> or the relevant <i>authorised operator</i> must notify <i>us</i> immediately either in writing, in <i>person</i> at a <i>branch</i> , or by telephone (in which case written confirmation will be required) and must give <i>us</i> any information or documents we reasonably require in relation to that event.
Forgotten your OBP?	If <i>you</i> or an <i>authorised operator</i> forget <i>your OBP</i> , <i>you</i> or the relevant <i>authorised operator</i> can contact <i>us</i> with proof of <i>your</i> identity and we will arrange for a new <i>OBP</i> to be issued as soon as possible.

Things to remember about *your OBP*

Where a new *OBP* is requested, or we reissue or change an *OBP* (which we may do at any time by notifying the *user*), then we may deliver the *OBP* to the *user* by SMS (short message service) to the *user's* mobile telephone or via an automated telephone service.

You should refer to clause 4.18 for more information on the security of *your OBP*.

4.12.4 Use of Home Banking Services

Using their customer number, *OBP* and *electronic equipment* with internet access, a *user* can have access to Online Banking to:

- Pay bills using *BPAY*
- Check *your account balances*
- Transfer funds between *your accounts* with *us*
- View and print transaction records
- Make payments to other bank accounts by using *AnyPay* or send multiple payments (for example, by using *BatchPay*)
- Download/export *your* transaction data into other formats if needed
- Reconcile *your* records with *your account balances*, *your* transactions and the amount of interest for the financial year.

If a *user* accesses Online Banking using *mobile banking* the *user* can access Online Banking to:

- Pay bills using *BPAY*
- Check *your account balances*
- Transfer funds between *your accounts* with *us*
- View transaction records
- Make payments to other bank accounts by using *AnyPay* to existing *AnyPay* payees only
- Reconcile *your* records with *your account balances* and *your* transactions.
- Credit and debit interest for the financial year.

Online Banking should only be accessed through *our* homepage at www.adelaidebank.com.au. Failure to check this may cause *you* loss.

We do not have to accept any *Home Banking Service* instruction given to *us* and we do not have to notify a *user* if we have not accepted such an instruction.

We will make reasonable efforts to ensure that any request made through a *Home Banking Service* is dealt with promptly.

Except as provided in clause 4.13.8 we are under no obligation to notify *you* or an *authorised operator* if any *Home Banking Service* payment is successful or unsuccessful. However, this sub-clause does not limit *our* obligation to provide a receipt where this is required by the *ePayments Code*.

You must ensure that *your account* from which a transfer or payment is to be made has sufficient available funds to enable the transaction to be performed by *us*.

Where we have instructions for more than one transfer or payment from *your account* we may determine the order of priority in which transfers or payments from *your account* are made.

4.12.5 Misuse or unauthorised use of Home Banking Services

We will accept and act on *Home Banking Service* instructions where a *person* or *persons* enter or quote:

- A *user's* customer number or, if required by *us*, a combination of customer numbers
- The appropriate *OBP* (whether or not disguised using an alphabetical security coding as notified by *us* to the *person* at the time).

Subject to any contrary *terms and conditions* in this *Product Guide*, any transfer or payment of funds made in the circumstances described in this sub-clause will be valid and constitute a permissible debit to the relevant *account*.

4.12.6 Suspension or cancellation of Home Banking Services

We may suspend or cancel a *user's OBP* or access to any or all *Home Banking Services* at any time without notice. We will cancel an *authorised operator's* access to any *Home Banking Service* on receipt of a written request by *you*. In the case of suspension, we may reinstate a *user's OBP* at any time without notice. We may also require the *user* to contact *us* before we reinstate a *OBP* or access, but we are not obliged to do this.

4.13 BPAY and our online banking payment service

BPAY enables customers to transfer payments to other parties via a central interbank processing system as cleared effects.

We are a member of BPAY.

With *BPAY payments*, *you* can (subject to any restrictions we impose) have 24 hour 7 day access through *Home Banking Services* or any other electronic means that we permit and a *biller* accepts to pay bills and get a receipt.

We are a *biller*. *You* may also be able to transfer funds from an *account* *you* have at another financial institution which is a member of BPAY, to an *account* with *us*, through BPAY.

We will tell *you* if we are no longer a member of BPAY.

Our *online banking payment service* is our internet payment service including AnyPay and BatchPay:

- AnyPay allows an AnyPay *user* to debit their *account* and credit monies to another bank account
- BatchPay allows a *user* to make multiple payments to registered recipient accounts held with various financial institutions with only one debit being made from the nominated *account*.

4.13.1 Access to online banking payment service

Before we agree to allow *you* access to the *online banking payment service* for any *payee* we may require *you* to make an application to *us* regarding that *payee* in the form and containing such information as we require. We are under no obligation to agree to any or all *payees* nominated in any such application and we may make available *payees* who are not listed in any such application. We may suspend or terminate access to any *payee* at any time without notice.

We are under no obligation to check or confirm the identity of *payees* or other information provided about them (including their *account* number for receipt of payments).

You should note that if funds are sent to an incorrectly quoted *account* number then it may not be possible to retrieve those funds.

4.13.2 Information needed to use BPAY

When *you* tell *us* to make a *BPAY payment*, *you* must give *us* the following information:

- The *biller* code which is located on the bill *you* wish to pay
- *Your* customer reference number with the *biller* code
- How much *you* want to pay
- Any other additional information we may require.

Once this information is received, we will debit *your account* with the amount of the *BPAY payment* as set out in clause 4.13.3.

You acknowledge that we are not obliged to effect a *BPAY payment* if we do not receive this information or the information is inaccurate.

4.13.3 When will a BPAY payment or online banking payment be received

- a. *You* may authorise a *BPAY payment* or an *online banking payment* from *your account*:
 - i. With the funds to be drawn immediately in which case *your account* will be debited immediately; or
 - ii. Through Online Banking, with the funds to be drawn on a future specified date in which case *your account* will be debited on that future date. If that future date is not a *business day*:
 - the funds will be debited on the *business day* immediately preceding the nominated future date; or
 - if after the date of authorisation and before the nominated future date there is no business day, the funds will be debited on the next business day after the nominated future date.
- b. For an *online banking payment*, regardless of the effective date (as determined by the *terms and conditions* of the *account*) on which *you* authorise funds to be drawn from an *account*, if:
 - i. The day on which funds are drawn is a *business day* and the authorisation is complete:
 - before 4.00 pm CST then the payment to the *payee* will generally be received by the *payee* on the next day that the Bulk Electronic Clearing System (BECS) is operating in the State or Territory where the *payee's account* is located; or

- after 4.00 pm and before midnight CST then the *payee's account* will generally receive the payment one *business day* later than if the authorisation had been completed before 4.00 pm – more precisely, the *payee's account* will generally receive the payment on the first day that BECS is operating in the State or Territory where the *payee's account* is located occurring immediately after the first *business day* after the calendar day on which funds are drawn;
 - ii. Funds are to be drawn immediately and that day is not a *business day* then the *payee's account* will generally receive the payment on the first day that BECS is operating in the State or Territory where the *payee's account* is located occurring immediately after the first *business day* after the day on which funds are drawn;
 - iii. Funds are to be drawn on a future date and that future date is not a *business day*, then the *payee's account* will generally receive the payment on the first day that BECS is operating in the State or Territory where the *payee's account* is located occurring immediately after the date of the debit under clause 4.13.3(a)(ii).
- c. For a *BPAY payment*, regardless of the effective date (as determined by the *terms and conditions* of the *account*) on which you authorise funds to be drawn from *your account* and subject to the fact that a payment may take longer to be credited to a *biller* if you tell us to make the payment on a Saturday, Sunday or public holiday, or if another participant in *BPAY* does not process a payment as soon as they receive its details, if:
- i. The day on which funds are drawn is a *BPAY day* and the authorisation is completed:
 - before 4.00 pm CST then the *biller* has agreed that the payment will be treated as received by the *biller* on that day;
 - after 4.00 pm and before midnight CST then the *biller* has agreed that the payment will be treated as received by the *biller* on the next day that is a *BPAY day*;
 - ii. Funds are to be drawn immediately and that day is not a *BPAY day*, then the *biller* has agreed that the payment will be treated as received by the *biller* on the next day that is a *BPAY day*;
 - iii. Funds are to be drawn on a future date and that future date is not a *BPAY day*, then the payment will generally be treated as received by the *biller* on the first *BPAY day* occurring on or after the date of the debit under subclause 4.13.3(a)(ii).

4.13.4 BPAY payments may be delayed

A delay may occur in processing a *BPAY payment* where:

- There is a public or bank holiday on the day after you tell us to make a *BPAY payment*
- You tell us to make a *BPAY payment* on a day which is not a *BPAY day*
- You tell us to make a *BPAY payment* after 4.00 pm CST on a *BPAY day*
- Another financial institution participating in *BPAY* does not comply with its *BPAY* obligations
- A *biller* fails to comply with its *BPAY* obligations.

While it is expected that any delay in processing of a *BPAY payment* for any reason set out in this sub-clause will not continue for more than one *BPAY day*, any such delay may continue for a longer period.

We will attempt to make sure that your *BPAY payments* are processed promptly by participants in *BPAY*.

4.13.5 Variation of BPAY and online banking payment instructions

Any *online banking payment service* or *BPAY* instruction for funds to be drawn on a future date may be varied or revoked by any *person* who has complied with clause 4.12.3 where the new instruction is given and received by us prior to the *account* being debited. Payments cannot be edited after 11.30am CST on the *payment date*. We will act on such new instruction as if it had been given by you. Otherwise, once we are instructed to make such a payment, we will not accept instructions to stop or vary an *online banking payment* or *BPAY payment* or to withdraw or vary an instruction to make such a payment.

4.13.6 Errors in your BPAY payment instructions to us

You should notify us immediately if you become aware that you may have made a mistake (except when you make an underpayment – for those errors see next paragraph) when instructing us to make a *BPAY payment*, or if you did not authorise a *BPAY payment* that has been made from *your account*. Clause 4.14 describes when and how we will arrange for such a *BPAY payment* to be refunded to you.

You must be careful to ensure that you tell us the correct amount you wish to pay. If you instruct us to make a *BPAY payment* and you discover later that the amount you told us to pay was less than the amount you needed to pay, you can make another *BPAY payment* for the difference between the amount actually paid to a *biller* and the amount you needed to pay.

4.13.7 No authorisation

You are not *authorised* to give a *biller* code to any person in order to receive payments of any amount owing to you. *Biller* codes may only be used by the *authorised biller* to receive payment of bills issued by that *biller*. The *terms and conditions* of the use of *BPAY* will not apply to any use by you of *biller* codes in this way.

4.13.8 Other important points about BPAY

If we are advised that your *BPAY* payment cannot be processed by a *biller* we will advise you of this, credit the relevant *account* with the amount of the *BPAY* payment and take all reasonable steps to assist you in making the *BPAY* payment as quickly as possible.

You acknowledge that the receipt by a *biller* of a mistaken or erroneous *BPAY* payment does not or will not constitute under any circumstances part or whole satisfaction of an underlying debt owed between you and that *biller*.

You should check your *account* records carefully and must promptly notify us as soon as you become aware of an unauthorised or erroneous *BPAY* payment, any mistake or delay in processing a *BPAY* payment or the possibility that you have been fraudulently induced to make a *BPAY* payment.

4.13.9 Suspension and termination of access to BPAY

We may suspend your right to participate in *BPAY* at any time where we have suspended or cancelled your *OBP* or your access to any *Home Banking Service* or if you or someone acting on your behalf is suspected of being fraudulent.

4.13.10 Privacy and BPAY

You agree to us disclosing to *billers* nominated by you and if necessary the entity operating *BPAY* (*BPAY* Pty Ltd) or any other participant in *BPAY* and any agent appointed by any of them from time to time, including Cardlink Services Limited, that provides the electronic systems needed to implement *BPAY*:

- Such of your personal information (for example your name, email address and the fact that you are our customer) as is necessary to facilitate your registration for or use of *BPAY*
- Such of your transactional information as is necessary to process your *BPAY* payments. Your *BPAY* payments information will be disclosed by *BPAY* Pty Ltd through its agent to the *biller's* financial institution.

If your personal information detailed above is not disclosed to *BPAY* Pty Ltd or its agent, it will not be possible to process your requested *BPAY* payment.

You must notify us if any of your personal information changes. You consent to us disclosing your updated personal information to all other participants in *BPAY* referred to in this clause as necessary.

4.13.11 How to access your personal information

Who to ask	For information held by <i>BPAY</i> Pty Ltd ABN 69 079 137 518	For information held by Cardlink Services Ltd ABN 60 003 311 644
Phone	(02) 9922 3511	(02) 9646 9222
Write	Level 9, 20 Berry Street, North Sydney NSW 2060	Corner Park Road and South Parade, Auburn NSW 2144

4.14 Liability and indemnity BPAY

This clause sets out information about liability and *BPAY*. You should also refer to clauses 4.22, 4.23, 4.24 and 4.25 for further information about liability.

4.14.1 Limitation of your liability if ePayments Code applies

If you are liable under this clause 4.14 for an unauthorised or fraudulent payment made on or after 1 April 2002 and the *ePayments Code* applies, then your liability will not exceed the amount determined according to clause 4.23.

In these circumstances we will be liable to you for the difference between the amount for which you are otherwise liable and the amount of the unauthorised or fraudulent payment.

This clause 4.14 also applies if your *account* is a *business account*.

4.14.2 Mistaken payments, unauthorised transactions and fraud

We will attempt to make sure that your *BPAY* payments are processed promptly by the participants in *BPAY*, including those *billers* to whom your *BPAY* payments are to be made. You must tell us promptly if:

- You become aware of any delays or mistakes in processing your *BPAY* payment
- You did not authorise a *BPAY* payment that has been made from your *account*
- You think that you have been fraudulently induced to make a *BPAY* payment.

We will attempt to rectify any such matters in relation to your *BPAY* payment in the way described in this clause. However, except as set out in this clause 4.14, we will not be liable for any loss or damage you suffer as a result of using *BPAY*. The longer the delay between when you tell us of the error and the date of your *BPAY* payment, the more difficult it may be to perform the error correction.

For example, we or *your biller* may not have sufficient records or information available to *us* to investigate the error. If this is the case, *you* may need to demonstrate that an error has occurred, based on *your own* records, or liaise directly with the *biller* to correct the error.

4.14.3 Mistaken payments

If a *BPAY payment* is made to a *person* or for an amount which is not in accordance with *your* instructions (if any), and *your account* was debited for the amount of that payment, we will credit that amount to *your account*. However, *you* must pay *us* that amount if *you* were responsible for a mistake resulting in that payment and we cannot recover the amount of that payment from the *person* who received it within 20 *BPAY days* of *us* attempting to do so.

4.14.4 Unauthorised payments

If a *BPAY payment* is made in accordance with a payment direction which appeared to *us* to be from *you* or on *your* behalf but for which *you* did not give authority, we will credit *your account* with the amount of that unauthorised payment. However, *you* must pay *us* the amount of that unauthorised payment if the payment was made as a result of a payment direction which did not comply with *our* prescribed security procedures for such payment directions and we cannot recover within 20 *BPAY days* of *us* attempting to do so that amount from the *person* who received it.

4.14.5 Fraudulent payments

If a *BPAY payment* is induced by the fraud of a *person* involved in *BPAY*, then that *person* should refund *you* the amount of the fraud-induced payment. However, if that *person* does not refund *you* the amount of the fraud-induced payment, *you* must bear the loss unless some *person* involved in *BPAY* knew of the fraud or would have detected it with reasonable diligence, in which case that *person* must refund *you* the amount of the fraud-induced payment.

4.14.6 Resolution principles

If a *BPAY payment* *you* have made falls within the type described in clause 4.14.4 and either 4.14.3 or 4.14.5, then we will apply the principles stated in clause 4.14.4.

If a *BPAY payment* *you* have made falls within both types described in clause 4.14.3 and 4.14.5 then we will apply the principles stated in clause 4.14.5.

4.14.7 Information we need about unauthorised BPAY payments

If *you* tell *us* that a *BPAY payment* made from *your account* is unauthorised, *you* must give *us* your written consent addressed to the *biller* who received that *BPAY payment*, agreeing to *us* obtaining from the *biller*

information about *your account* with that *biller* or the *BPAY payment*, including *your* customer reference number and such information as we reasonably require to investigate the *BPAY payment*. If *you* do not give *us* that consent, the *biller* may not be permitted under law to disclose to *us* the information we need to investigate or rectify that *BPAY payment*.

4.15 Regular payments and third party direct debits

DIRECT DEBIT REQUEST SERVICE AGREEMENT

4.15.1 Types of regular payments

Auto Payment Plan	Allows you to establish automatic transfers of a fixed amount from an account held with another financial institution to <i>your account</i> . This service is free of bank charges from <i>us</i> . Where we are debiting <i>your account</i> with another financial institution <i>you</i> may incur a fee from that financial institution.
Automatic deduction	Allows <i>you</i> to establish automatic transfers of a fixed amount between <i>your</i> Adelaide Bank accounts.
Periodical payment	Allows <i>you</i> to establish automatic transfers of a fixed amount from <i>your account</i> to <i>your accounts</i> with other financial institutions.

Regular payments can be made provided there are sufficient funds in *your* nominated *direct debit account* and *you* comply with the applicable *terms and conditions* in this section.

The *direct debit account* *you* wish to make deductions from must be one that has funds available 'at call'. *You* should note that *regular payments* may not be available on all *accounts*. If in doubt, please refer to the *ledger financial institution*.

Please note that *you* will be unable to access the amount of a *regular payment* we make for *you* from a *direct debit account* for three *business days* from the *payment date*.

We may, subject to any restrictions on the operation of the *account*, accept an instruction relating to *regular payments* from an *authorised operator*. Any such instruction is subject to these *terms and conditions* as if the instruction had been given by *you*. *You* should refer to clause 3.4 for more information about *authorised operators*.

4.15.2 Fixed amount payment option

For all *regular payments* you can choose to have a fixed amount transferred weekly, fortnightly or *monthly*. The deduction amount will be the amount nominated by you and will be deducted at the frequency nominated by you. The *regular payment* and periodical payment options have the extra flexibility of quarterly, half-yearly or yearly deductions.

4.15.3 General terms applying to regular payments and third party direct debits

For the purpose of this clause you can contact us by:

- Post to Payment Systems,
GPO Box 1048 Adelaide SA 5001

Any complaint that you have in relation to an unauthorised or otherwise irregular payment can be made by contacting us using the above options.

4.15.4 Applications

You may apply for a *regular payment* by filling out a *Regular payments Application Form* and returning it to us.

Application forms can be sent to you in the post or can be collected from your adviser.

We can only begin to make a *regular payment* once we have processed your application.

Applications for a *regular payment* can take up to and including 5 *business days* to process. If a payment is due during this period, you will need to arrange an alternative method of payment.

Once you authorise us, we will arrange for the agreed amount to be debited from the nominated *direct debit account* and paid in accordance with your request.

4.15.5 Sufficient funds must be available

For an automatic deduction or a periodical *payment*, you must agree to have a minimum *available balance* or *available credit* in your *direct debit account* from which the *regular payment* is to be made. The minimum *available balance* or *available credit* must be equal to the deduction amount plus charges not posted to the *direct debit account* plus any minimum *balance* required to be maintained in the *direct debit account*.

This amount must be held in the *direct debit account* by 5.00pm CST on the *banking day* immediately preceding the day on which the deduction is to occur and you must retain such minimum *balance* in your *direct debit account* until the deduction has occurred.

4.15.6 The payment date

For a *regular payment*, where the *payment date* is the 29th, 30th or 31st day of a *month*, if a *month* that does not contain these days, then we will make the payment or transfer on the first day of the next *month*. Where the *payment date* is not a *banking day* or if some financial institutions are not open for business on that day, then we will make the payment or transfer on the next *banking day* or when the financial institution is next open for business. For further information about when an automatic deduction will be debited to the *account*, you should contact the *ledger financial institution*.

For an automatic deduction and a periodical payment, where the day of deduction is not a *banking day* your deduction will occur on the preceding *banking day*.

4.15.7 Debiting your account

For a *regular payment* plan, you authorise the *ledger financial institution* to debit the *direct debit account* with any amounts that we may debit or charge you through the *direct debit system*. Information in relation to you, your *account* and the *regular payment* may be disclosed by us to the *ledger financial institution* in connection with a claim relating to a *regular payment*. Information in relation to your *direct debit account* may be disclosed by the *ledger financial institution* to us in connection with a claim in relation to a *regular payment*.

For a *regular payment* plan, you authorise us on the *payment date* (or other day as determined under clause 4.15.6) to debit the *direct debit account* with an amount calculated in accordance with the nominated payment amount.

4.15.8 Deductions

All *regular payments* we make for you either from or to your *account* or *direct debit account* are treated as payments to you or by you.

4.15.9 Deduction amount may be changed by us

Where the *direct debit account* is with another financial institution, we may change the deduction amount through the *direct debit system*.

4.15.10 Stopping or cancelling your regular payments

When you have authorised us to make a *regular payment* either from or to your *account* or *direct debit account* and you want to cancel the *regular payment*, you must advise us in writing at least 2 *business days* prior to the next *payment date*.

You should direct all requests to stop, cancel, defer or vary a *regular payment* and all disputes to us. We also suggest that the same instruction is made in writing to the *payee*.

Cancellation will only take effect when we have processed *your* request. We will promptly process *your* request.

4.15.11 Changing your regular payments

You may change a *regular payment* by filling in a new application form which can be sent to *you* in the post.

Any signature restrictions on *your account* may apply to the authorisation of a *regular payment*. After we have received the application form, we require two *business days* to process the change. You must advise us in writing of the change at least two *business days* prior to the next *payment date*.

We will provide *you* with at least fourteen days notice if we intend to vary *terms and conditions* of the direct debit request service agreement.

4.15.12 Terminating your regular payment

Any arrangement in relation to a *regular payment* will be terminated without notice to *you* if we decide, or the *payee* advises us, that no further payment is required.

We may at *our* discretion terminate any arrangement relating to a future *regular payment* at any time by notice in writing to *you*.

A request for a *regular payment* will remain effective for the protection of us in respect of *regular payments* made in good faith notwithstanding *your* death, bankruptcy, insolvency or revocation of any request for the *regular payment*. If we receive written notice that *you* have died or become bankrupt or *insolvent* or revoke *your* request, the *regular payment* will be cancelled once the notice is processed. This provision does not apply to a direct debit request.

4.15.13 Fees for regular payments

We may charge *you* a fee for effecting *regular payments*. For a direct debit request and a *regular payment* plan, we may also charge *you* a fee if a direct debit or automatic deduction is returned unpaid by the *ledger financial institution*. Please refer to Part E for details of fees and charges that apply to *regular payments*.

4.15.14 Ensuring accuracy of regular payments

To ensure accuracy for an auto payment plan, *you* should confirm *direct debit account* details by reference to a recent *account statement* issued by the *ledger financial institution*.

Before *you* arrange a *regular payment* to someone else check that they are able to receive the *regular*

payment and that *you* are able to make a *regular payment* from *your account* with us.

4.15.15 Order of priority of payments

For a *regular payment* plan, the *ledger financial institution* may in its absolute discretion conclusively determine the order of priority of payment by it of any monies, pursuant to this or any other authority or withdrawal request which *you* have given or may give to the *ledger financial institution* in relation to *your direct debit account*.

For an automatic deduction and a periodical payment, we may at *our* absolute discretion conclusively determine the order of priority of payment by us of any monies, pursuant to this or any other authority or withdrawal request which *you* have given or may give to us in relation to *your account*.

4.15.16 Liability for loss

For all *regular payments* we are not responsible or liable for any loss or damage suffered by *you* or anyone else if a *regular payment* is not made, is late, or is not made in accordance with instructions, except where the loss or damage is caused or contributed by fraud, wilful default or a negligent act or omission on *our* part.

4.15.17 Inconsistency

For a periodical payment and an automatic deduction, where there is an inconsistency between these conditions and the *terms and conditions* on any application form or other document(s) in relation to a *direct debit account* the *terms and conditions* on that application form or other document will prevail.

For the purposes of this sub-clause, 'conditions' means the *terms and conditions* in this *Product Guide* as amended from time to time or any *terms and conditions* adopted in substitution and where the context permits includes all other conditions (including any conditions appearing on an application form) relating to a direct debit request authority and an automatic deduction authority.

4.15.18 What are third party direct debits?

Third party direct debits allow *you* to arrange with a third party (such as *your* health fund) for that third party to debit amounts directly from *your account* on *your* behalf. *You* will need to apply to the third party to arrange a third party direct debit, and this arrangement is between *you* and the third party.

4.15.19 Third party direct debits

All third party direct debits made from *your account* are treated as payments by *you*. Before *you* arrange a third party direct debit *you* must check that *you* are able to make the direct debit from *your account* held with us.

When arranging a third party direct debit, *you* should also ensure *your account* details are correct by reference to a recent *account statement* issued by *us*.

A third party direct debit can be made provided there are sufficient funds in *your account*. We may charge *you* a fee for processing a third party direct debit. Such fee will be deducted from the *account* from which the debit is made at or after the time the debit is made. In the case of *you* having insufficient funds in *your account*, we may dishonour the third party direct debit and *you* may incur a fee. Please refer to Part E for details of the fees and charges that apply to third party direct debits.

You must check *your account statement* and notify *us* as soon as possible if *you* think that an amount debited to *your account* by a third party was unauthorised or incorrect. Any complaint that *you* have in relation to an unauthorised or otherwise irregular third party direct debit can be made by contacting *us*. We will promptly process *your* request. *You* should also contact the relevant third party in relation to any disputed amounts.

You may cancel a third party direct debit at any time by giving written notice to *us*.

You must advise *us* in writing at least two *business days* prior to the next *payment date* to ensure *your* next payment is not processed. Cancellation is not effective until we have processed *your* request. We also suggest that the same instruction be made in writing to the third party.

You should be aware that there is a risk that the third party may continue to debit amounts from *your account* even after *you* have cancelled the third party direct debit.

Without limiting any other provision in these *terms and conditions*, if *you* arrange a third party direct debit *you* agree to indemnify and release *us* from all liability which we may incur if a third party direct debit is not made, a third party direct debit is made late or is not made in accordance with *your* instructions or a cancellation request is given too late to enable a third party direct debit to be cancelled.

You authorise *us* to debit *your account* with the amount of the indemnity. This indemnity and release will not apply to the extent that the liability is caused or contributed by fraud, wilful default or a negligent act or omission on *our* part.

We may at *our* absolute discretion conclusively determine the order of priority of payment by *us* of any monies pursuant to any third party direct debit authority given by *you* in relation to *your account*.

4.16 Deposits

4.16.1 Where are deposits accepted?

Deposits of cash and cheques may be made at:

- A *branch*
- Some of *our electronic banking devices*
- Post offices displaying the *Bank@Post* symbol using *your Cashcard*.

Other parties may also make a deposit to *your account* via various electronic and other means available to them. When advising another party to credit *your account* *you* will need to provide them with *our* BSB number (610-101) and *your* direct debit/credit number (as shown on *your statement of account*).

4.16.2 Deposits into *your account*

Cheques deposited to *your account* are not available to be drawn against until the funds have been cleared and paid. If *you* wish to dispute the amount of a cash or cheque deposit recorded into *your account*, contact *us* with *your* deposit receipt. We will make any necessary adjustments to the *account* once we have verified the amount that was deposited. *You* must pay in Australian dollars in Australia (it is not possible to make payments overseas).

For an *EFT transaction* which is a deposit of cash or a cheque into an *account* such deposit is subject to receipt and subsequent verification by *us* and where there is a discrepancy between the amount recorded by the *electronic equipment* or *access method* as having been deposited and the amount recorded by *us* as having been received, *you* will be notified of the difference as soon as possible and will be advised of the actual amount which has been credited to the nominated *account*.

The security of deposits received at *our equipment* is *our* responsibility from the time the *EFT transaction* at *our equipment* is completed (subject to verification of the amount(s) deposited).

4.16.3 Deposits via direct debit

Any request for a direct debit must be signed by the end client/*account* holder. Only where the end client/*account* holder has signed the original application can a direct debit request be accepted and processed. Both *account* names (*account* being debited and Adelaide Bank *account* being credited) must be held in the same name. This form must be signed by *you* or *your* power of attorney. Authorisation given by companies must be signed in one of the following ways:

- i. by two directors of the company
 - ii. by a director and by a secretary of the company
 - iii. for a proprietary company that has a sole director who is also the sole company secretary – by the director
 - iv. by a duly authorised attorney
 - v. under seal (if required). *Accounts* held jointly must be signed by, or on behalf of, all *account* holders.
- We may vary any details of this agreement or direct debit request at any time by giving *you* at least fourteen (14) days written notice. *You* may change, stop or defer a debit payment, or terminate this agreement by providing *us* with at least fourteen days notification by writing to *your adviser* or *us*.
 - Direct debit dishonour may occur where both *accounts* are not held in the same name. Direct debit dishonour will occur where funds are not cleared and available in the corresponding institution. Direct debit dishonour fees may be charged by the corresponding institution where funds are not cleared and available or where *accounts* vary in name.
 - The *account* will only generate interest from the day the funds are deposited (please allow minimum three days).
 - If the debit day falls on a day that is not a *banking day*, we may direct *your* financial institution to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your* financial institution.
 - It is *your* responsibility to ensure that there are sufficient cleared funds available in *your account* to allow a debit payment to be made in accordance with the direct debit request. If there are insufficient clear funds in *your account* to meet a debit payment:
 - *you* may be charged a fee and/or interest by *your* financial institution
 - *you* may also incur fees or charges imposed or incurred by *us*
 - *you* must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the debit payment
 - *you* should check *your account statement* to verify that the amounts debited from *your account* are correct.

You should check:

- with *your* financial institution whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions
- *your account* details which *you* have provided to *us* are correct by checking them against a recent *account statement*; and with *your* financial institution before completing the direct debit request.
- We will keep any information (including *your account* details) in *your* direct debit request confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of our employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about *you*:
 - to the extent specifically required by law
 - for the purposes of this *agreement* (including disclosing information in connection with any query or claim).
- We will also accept and promptly process any complaint from *you* that a direct debit payment transaction was unauthorised or irregular. In the case of direct debit transaction, again, we may suggest that *you* also contact the debit user.

4.16.4 Lost deposits

To the full extent permitted by law we are not liable for any loss arising from the loss or theft of any cheque, payment order or bill of exchange deposited with *us*. In addition to other rights, we may recover the amount of any such cheque, payment order or bill of exchange by debiting an *account* to which the amount of the cheque, payment order or bill of exchange had been credited. If we do, we will notify *you* as soon as possible.

4.17 Safeguarding payment instruments

You should safeguard payment instruments such as *cards*, cheques and bank cheques. Subject to clauses 4.11.10, 4.11.11, 4.11.12 and 4.23 *you* will be liable for all transactions arising from the use of a payment instrument until *you* have advised *us* of its loss, theft or misuse. If any of the above payment instruments are lost, stolen or misused, *you* should contact *us* immediately.

For circumstances in which *you* are liable for losses resulting from 'unauthorised *EFT transactions*', see clause 4.23. *Your* liability for losses resulting from unauthorised *EFT transactions* will be determined under the *ePayments Code* (as reflected in clause 4.23) rather than clause 4.18, except where *your account* is a *business account* in which case *your* liability for such losses will be determined under clause 4.23.1.

You should ensure that *authorised operators* are familiar with these guidelines as *you* may be liable for losses those *authorised operators* incur in relation to *your account*.

You should also refer to clause 4.25 in relation to *your* liability for other unauthorised transactions.

4.18 Guidelines – access method security

This clause sets out guidelines for *users* on ensuring the security of an *access method*. These are guidelines only.

4.18.1 Keeping your cards and codes secure

You may be provided with two types of security *code* numbers which *you* will need to access *your account* using a *card* or *Home Banking Service*. The *PIN* must be used to access *your account* through ATMs and EFTPOS retailers. An *OBP* must be used to access *your account* through *Home Banking Services*.

The security of *access methods*, in particular, *cards*, *PINs* and *OBPs* (or any other *code*) is very important. *Users* must make every effort to see that their *card* and any record of their *PIN*, *OBP*, or other *code* are not misused, disclosed, lost or stolen. These guidelines are designed to assist *you* with security and to reduce the incidence of losses that *you* or *we* may incur.

4.18.2 Security guidelines generally

Users should:

- Sign a *card* as soon as it is received
- Not voluntarily disclose a *PIN*, *OBP*, or other *code* to anyone (including to a family member or friend)
- Take reasonable steps to prevent another *person* observing the *user* entering their *PIN*, *OBP* or other *code*
- Not permit any other *person* to use any *card* that has been issued to the *user*
- If *we* permit the *user* to select or change a *PIN*, *OBP* or other *code*, not select a numeric *code* that represents the *user's* birth date or an alphabetical *code* which is a recognisable part of the *user's* name

- When using Online Banking exit the bank application before leaving the computer unattended and take reasonable steps to maintain the security of the *user's* hardware and software
- Not record their *PIN* on their *card*, or keep a record of their *PIN* on any article or articles normally carried with the *card*, or which are liable to loss or theft with the *card*
- Not record their *OBP* or other *code* used to access a *Home Banking Service* on a telephone or computer, or keep a record of their *OBP* or any article or articles containing such other *code* which are liable to loss or theft with the record of the *OBP*.

If a *user* requires a memory aid to recall their *PIN*, *OBP*, or other *code*, then if the *user* makes a record of that *code* they should make a reasonable attempt to protect the security of the *code* record. For example, *users* should make a reasonable attempt to disguise the *code* within the record and take reasonable steps to prevent unauthorised access to the *code* record, for example by hiding or disguising the *code* record among other records or in places where a *code* record would not be expected to be found, by keeping the record of the *code* in a securely locked container or where the *code* is stored electronically and prevent unauthorised access to the relevant electronic record.

Users should not record a disguised *PIN* on their *card* or record a disguised *OBP* or other *code* used to access a *Home Banking Service* on a telephone or computer, disguise their *code* by reversing the number sequence, disguise a *code* using alphabetical characters or numbers (for example A=1, B=2, C=3, etc) or disguise a *code* using any of the following combinations (or parts of them):

- Dates of birth
- Personal telephone numbers
- Car registration numbers
- Family members' names
- Social security numbers
- Licence numbers.

Users should not describe their disguised record as 'internet banking code', 'online code', 'access line code', 'PIN record', 'OBP record' or anything similar; or store their *code* in any low security electronic device of any kind, such as calculators, personal computers and electronic organisers.

Other means of disguise may also be inappropriate as they may allow someone else to ascertain the *user's code*. *Users* should exercise extreme care if they decide to record a memory aid for a *code*.

4.19 Business accounts and the ePayments Code

The *ePayments Code* does not apply to *EFT transactions* in relation to *business accounts*. If your account is a *business account*, then these *terms and conditions* are varied where expressly indicated in this section. Where it is indicated in this section that certain clauses do not apply in relation to *business accounts*, such clauses do not apply, despite them being referred to in other clauses (in which case such other clauses are to be read as if that reference to the clause that does not apply did not appear).

4.20 Changes to terms and conditions – transaction services

Subject to the conditions in clause 2.5.1, we may change these *terms and conditions* from time to time, including to:

- Impose or increase charges relating solely to the use of an *access method*, or the issue of an additional or replacement *access method*
- Increase your liability for losses relating to *EFT transactions* (subject to the liability limits in the *ePayments Code* to the extent that the *ePayments Code* applies)
- Impose, remove or adjust a daily transaction limit or other periodic transaction limit applying to the use of an *access method*, an *account* or *electronic equipment*.

We will give you such period of advance notice of any change as required by any applicable law, (including the National Credit Code), applicable industry or other code of practice (including the *ePayments Code* and the Banking Code of Practice) or, if applicable to the change, the *terms and conditions* of your account. In the absence of any such requirement we will give you notice of any such change in advance of the date it takes effect. Any such notice will be given in writing, by advertisement in the national media or local media or, where permitted, electronically.

Notwithstanding the provisions of this clause, advance notice need not be given when changes are necessitated by an immediate need to restore or maintain the security of the system or individual accounts.

4.21 Complaints in relation to transaction services

4.21.1 Complaints in relation to EFT transactions

If a user has a complaint relating to an *EFT transaction* or any other matter covered by the *ePayments Code*, including any apparent error in a transaction or

instances of unauthorised transactions or a query relating to an entry in, or an apparent error in, a *statement of account*, the following procedures will apply:

- a. The user must notify us promptly by telephoning us on the relevant numbers set out in the Contact details section of this *Product Guide* and must as soon as possible thereafter supply us with written confirmation of the complaint.
- b. If we are unable to resolve the matter immediately, the user will be given written advice of our procedures to investigate and handle the matter and will be required to give details of all relevant information regarding the complaint.
- c. Within 21 days of receiving the complaint, we will advise the user in writing of either the outcome of the investigation or the need for more time to complete our investigation.
- d. In all but exceptional cases, we will take less than 30 days to complete our investigation.
- e. If it is going to take longer than 30 days to resolve the complaint, we will:
 - inform the user of the reasons for the delay
 - provide the user with *monthly* updates on progress with the complaint
 - specify a date when a decision can be reasonably expected, unless we are waiting for a response from the user and the user has been advised that we require such a response.
- f. When we complete our investigation, we will promptly inform the user of:
 - the outcome
 - our reasons for our decision, with reference to relevant provisions of the *ePayments Code*
 - except where the complaint has been resolved completely in the user's favour, the further action the user can take in respect of the *ePayments Code* including other avenues of dispute resolution that are available and the relevant contact details. This advice will be in writing unless the complaint is settled immediately to the satisfaction of the user and us.
- g. If we decide that an account has been incorrectly debited or credited, having regard to the provisions of the *ePayments Code* we will where appropriate adjust the *balance* of the account (including appropriate adjustments for any interest and/or charges) and tell you in writing of the amount by which the account has been debited or credited as a result.

- h. If we decide that *you* are liable under clauses 4.23 or 4.24 of this *Product Guide* for at least part of the amount of the transaction subject to complaint, we will make available to *you* copies of any document or other evidence (including information from the log or audit trail relating to the transaction) relevant to the outcome and will also advise *you* in writing whether there was a system or equipment malfunction at the time of the transaction.
- i. Where we decide to resolve a complaint concerning an 'unauthorised transaction' under clauses 4.23.2 or 4.23.3 and within 7 *business days* of receipt of the complaint, adjust *your account* pursuant to subclause (h) above to give effect to that decision and provide the *user* with the information required by subclauses (g) and (h) above, we are not required to comply with subclauses (b), (c) or (i) above in respect of the complaint concerning the unauthorised transaction.

4.21.2 Mistaken Internet Payments

If *you* have made a *mistaken internet payment*, *you* should report it to *us* as soon as possible. We will investigate *your reported mistaken internet payment* and inform *you* of the outcome in writing within 30 business days of *your report*.

If we are satisfied that a *mistaken internet payment* has occurred, we will contact the *receiving bank*. We are not required to take any further action if we are not satisfied that a *mistaken internet payment* has occurred.

If the *receiving bank* is also satisfied that a *mistaken internet payment* has occurred the next actions will depend on whether the *unintended recipient* has sufficient funds available in their account.

Where the *unintended recipient* has sufficient funds available in their account, the process depends on when *you* reported the *mistaken internet payment*.

- If *you* made the report within ten business days, the *receiving bank* will withdraw the funds from the *unintended recipients account*.
- If *you* made the report between ten business days and seven months, the *receiving bank* will give the *unintended recipient* ten business days to establish that they are entitled to those funds. If the *unintended recipient* does not establish that they are entitled to the funds, the *receiving bank* will withdraw the funds from the *unintended recipients account*.

- If *you* made the report after seven months, the *receiving bank* may try to get the consent of the *unintended recipient* to return the funds. If the *unintended recipient* consents, the *receiving bank* will withdraw those funds from the *unintended recipients account*.

Where the *unintended recipient* does not have sufficient funds available in their account, the *receiving bank* will use reasonable endeavours to retrieve the funds from the *unintended recipient*.

Where the *receiving bank* withdraws the funds from the *unintended recipients account*, the *receiving bank* will return the funds to *us*. We will then return the funds to *you*.

We are not required to credit *your account* for the amount of an incorrect 'pay anyone' payment pending investigation of *your report*.

We are not required to backdate funds to *your account* received from an *unintended recipient*, nor are we required to adjust interest applied to *your account*.

If the *receiving bank* is not satisfied that a *mistaken internet payment* has occurred the *receiving bank* may try to get the consent of the *unintended recipient* to return the funds.

You will be liable for losses arising from the *mistaken internet payment* if the *receiving bank* does not recover the funds from the *unintended recipient*.

If *you* are the *unintended recipient* of funds and if we are required to withdraw those funds from *your account* under the *ePayments Code* (as the *receiving bank*), *you* authorise *us* to withdraw those funds in accordance with the *ePayments Code*.

4.21.3 Business accounts

If *your account* is a business account, clause 4.21.1 will not apply. Any complaint in relation to a *BPAY payment* will be dealt with in accordance with the requirements of the *BPAY* scheme rules and operating procedures at that time. Other complaints will be dealt with in accordance with any industry or other code of practice which is applicable and which is binding on *us*, or will otherwise be dealt with as we see fit.

4.22 Your obligations

You are liable for all of *your obligations* under these *terms and conditions* both on *your own* and, for obligations in respect of *your account* and subject to the terms of that *account*, jointly with any one or more other *persons* who may hold the *account* jointly with *you*. Subject to any express provisions in this section regarding liability, including liability under the *ePayments Code* or *BPAY*:

- We do not accept any liability or responsibility for disclosure of information relating to *your account* via any *Home Banking Service* where such information is obtained by or in conjunction with any *person* using *your OBP*.
- We are not responsible or liable for any loss or damage suffered by *you* or any other *person* arising directly or indirectly from or in connection with *Home Banking Services*:
 - should any *Home Banking Service* instruction (other than an instruction for an *EFT transaction*) not be performed, not be performed in its entirety, not be performed promptly, not be performed in the way we have said it will perform, or is erroneous
 - should *our equipment* refuse to accept an instruction at any time as a result of any loss, modification, damage or destruction of hardware or software including where caused by computer virus or program bugs or similar causes
 - for any other reason where the law and any applicable *code of practice* (including the *ePayments Code*) do not provide that *you* are not so liable.

4.23 Liability for unauthorised EFT transactions

4.23.1 Application of this clause

This clause 4.23 deals with liability for *EFT transactions* which are not authorised by a *user* and does not apply to any transaction carried out by a *user* or by anyone performing a transaction with a *user's* knowledge and consent.

This clause 4.23 does not apply to any transaction relating to a *business account*. If *you* hold a *business account*, subject to clause 4.14, *you* will be liable for all transactions on *your business account*, whether authorised by a *user*, carried out by a *user*, by anyone performing a transaction with a *user's* knowledge and consent or by an unauthorised *person*.

4.23.2 When you are not liable for losses

You are not liable for losses resulting from unauthorised transactions:

- Occurring after notification to *us* that any *card* forming part of the *access method* has been misused, lost or stolen or that the security of *codes* forming part of the *access method* has been breached
- Where it is clear that a *user* has not contributed to such losses. If a *user* is unable to report the loss, theft or unauthorised use of a *card* or breach of security by reason of *our* notification facilities being unavailable *you* are not liable for any losses occurring during the period in which such facilities were not available providing that notification is made to *us* within a reasonable time of the facility again becoming available.

You are also not liable for any losses:

- That are caused by the fraudulent or negligent conduct of *our* employees or agents or companies involved in networking arrangements or of merchants or of their agents or employees
- Relating to any component of an *access method* that is forged, faulty, expired or cancelled
- That arise from transactions which require the use of a *card* or *code* forming part of the *user's access method* and that occurred before the *user* has received any such *card* or *code* (including a reissued *card* or *code*),
- That are caused by the same transaction being incorrectly debited more than once to the same *account*.

4.23.3 When you are liable for losses

If clause 4.23.2 does not apply then *you* are liable for losses resulting from unauthorised transactions only as provided below:

- Where we can prove on the *balance* of probability that a *user* contributed to the losses through the *user's* fraud or the *user's* contravention of the *rules for user codes* in clause 4.23.4, *you* are liable for the actual losses which occur before we are notified that a *card* forming part of the *access method* has been misused, lost or stolen or that the security of the *codes* forming part of the *access method* has been breached, but *you* are not liable for any loss that exceeds transaction or *account* limits as follows:
 - that portion of the losses incurred on any one day which exceed the applicable daily transaction limit(s)
 - that portion of the losses incurred in a period which exceeds any other periodic transaction limit(s) applicable to that period
 - that portion of the total losses incurred on any *account* which exceeds the *balance* of that *account* (including, where the *ePayments Code* allows, any prearranged credit)

- iv. all losses incurred on any *accounts* which *you* and we had not agreed could be accessed using the *access method*.
- b. Where an *access method* includes more than one *code* and we prove that a *user* contravened the *rules for user codes* by voluntarily disclosing or by keeping a record of one or more *codes* but not all the *codes* in the *access method*, *you* are liable under this subclause:
 - i. Only if we also prove on the *balance* of probability that the *user's* contravention of the *rules for user codes* was the dominant contributing cause of the losses.
 - ii. The *user's* unreasonable delay in giving notice where we can prove on the *balance* of probability that a *user* has contributed to losses resulting from unauthorised transactions by the *user's* unreasonable delay in notifying *us* after becoming aware of the misuse, loss or theft of a *card* forming part of the *access method*, or that the security of all of the *codes* forming part of the *access method* has been breached, *you* are liable for the actual losses which occur between when the *user* became aware (or should reasonably have been aware in the case of a lost or stolen *card*) and when we were actually notified, but are not liable for any losses that exceed the transaction or *account* limits described above in paragraphs (i), (ii), (iii) or (iv) of clause 4.23.3(a).
- c. Where a *code* was required to perform the unauthorised transactions and neither of clauses 4.23.3(a) or 4.23.3(b) apply, *you* are liable for the least of:
 - i. \$150
 - ii. the *balance* of those *account(s)* (including any pre-arranged credit) from which value was transferred in the unauthorised transactions and which *you* and we have agreed may be accessed using the *access method*
 - iii. the actual loss at the time we are notified (where relevant) that the *card* has been misused, lost or stolen or that the security of *codes* has been breached (excluding that portion of the losses incurred on any one day which exceed any applicable daily transaction or other periodic transaction limit(s)).
- d. If *you* have contributed to the loss by leaving a *card* in an ATM which incorporates reasonable safety standards that mitigate the risk of a *card* being left in the ATM.

4.23.4 Rules for user codes

Where an *access method* utilises a *code* or *codes*, a *user* must comply with the following rules:

- The *user* must not voluntarily disclose one or more of the *codes* to anyone, including a family member or friend
- Where the *access method* also utilises a *card*, the *user* must not indicate one or more of the *codes* on the *card*, or keep a record of one or more of the *codes* (without making any reasonable attempt to protect the security of the *code* records) on the one article, or on several articles, carried with the *card* or liable to loss or theft simultaneously with the *card*
- Where the *access method* comprises a *code* or *codes* without a *card*, the *user* must not keep a record of all the *codes* (without making any reasonable attempt to protect the security of the *code* records) on the one article, or on several articles so that they are liable to loss or theft simultaneously
- Where we permit the *user* to select or change a *code* and, immediately before the *user's* selection or change of the *code*, we specifically instruct the *user* not to select a numeric *code* which represents the *user's* date of birth or an alphabetical *code* which is a recognisable part of the *user's* name and warn the *user* of the consequences of such a selection, then the *user* must not select such a numeric or alphabetical *code*
- The *user* must not act with extreme carelessness in failing to protect the security of the *code*.

Where we expressly:

- Authorise particular conduct by a *user* (either generally or subject to conditions), the engaging in that conduct by the *user* (within any applicable conditions) is not a contravention of the *rules for user codes*
- Or impliedly promote, endorse or authorise the use of an *account access service* by a *user* (including the hosting of an *account access service* at *our* electronic address), disclosure, recording or storage of a *code* by a *user* that is required or recommended for the purpose of using that *account access service* is not a contravention of the *rules for user codes*.

For the purposes of the *rules for user codes*, a reasonable attempt to protect the security of a *code* record includes either or both of making any reasonable attempt to disguise the *code(s)* within the record and taking reasonable steps to prevent unauthorised access to the *code* record.

4.24 Liability in cases of system or equipment malfunction

We are responsible to *users* for loss caused by the failure of *our system* or *our equipment* to complete an *EFT transaction* accepted by *our system* or *our equipment* in accordance with the *user's* instructions.

A *user* is entitled to make claims for consequential damage in relation to an *EFT transaction* which may arise as a result of a malfunction of *our system* or *our equipment* however caused, except where the *user* should have been aware that the system or equipment was unavailable for use or malfunctioning, in which case *our* responsibilities are limited to the correction of any errors in the *account*, and the refund of any charges or fees imposed on *you* as a result.

This clause does not apply to any transaction relating to a *business account*. If *you* hold a *business account*, subject to clause 4.14, *you* will be liable for all transactions on *your business account*, whether *authorised* by a *user*, carried out by a *user*, by anyone performing a transaction with a *user's* knowledge and consent or by an unauthorised *person*.

4.25 Liability – other transactions

You are liable for any *card* transaction:

- Which is not *authorised* by a *user* or which is not carried out by a *user* or by anyone performing a transaction with the *user's* knowledge or consent
- Which is not an *EFT transaction* (such as the use of a *card* to make a *purchase* where a *PIN* is not used and a voucher is signed to authorise the transaction), but *you* will not be liable for any such transaction that occurs after we receive notice from *you* that the *card* has been lost or stolen.

You are liable for transactions which are *authorised* by a *user* or which are carried out by a *user* or by anyone performing a transaction with a *user's* knowledge or consent.

This clause does not apply to any transaction relating to a *business account*. If *your account* is a *business account*, subject to clause 4.14, *you* will be liable for all transactions on *your account* whether *authorised* by a *user*, carried out by a *user*, by anyone performing a transaction with a *user's* knowledge and consent or by an unauthorised *person*.

4.26 Limits on indemnities and exclusions of liabilities

You are not liable to us under any indemnity contained in this *Product Guide* in relation to any loss, damage, charge, expense, fee or claim suffered or incurred by *us* as a result of fraud, negligence or wilful misconduct of *us*, *our* employees or agents or a receiver appointed by *us*.

Any term in this *Product Guide* which excludes *our* liability to *you* does not exclude any liability we may have to *you* directly as a result of fraud, negligence or wilful misconduct of *us*, *our* employees or agents or a receiver appointed by *us*.

Any indemnity or exclusion of liability only applies to the extent that it is lawful and consistent with the Banking Code of Practice and the ePayments Code.

4.27 Implied conditions and warranties

Some legislation (including the Competition and Consumer Act 2010 and the Australian Securities and Investments Commission Act 2001) implies conditions and warranties into particular types of contract, and some legislation does not permit such conditions and warranties to be excluded, restricted or modified. The *terms and conditions* contained in this section are limited such that they do not exclude, restrict or modify any of those rights.

5. Part E – Fees and charges

5.1 Fees and charges payable

You agree to pay us:

- All fees and charges described in this *Product Guide* plus any new fees and charges we impose under the *terms and conditions*, and
- Government charges, including all additional government stamp and other duties and charges payable on receipts or withdrawals under these *terms and conditions*, including, where applicable, on credit business in Queensland (these duties and charges are payable by you at the time, as a matter of law, they are required to be paid), and

- Any expenses we incur in enforcing the *terms and conditions* of your account. You authorise us to debit any of these amounts to your account. We may do so on or after the date we pay them or the date they become due or payable by you or us (whichever is earlier).

We can at any time choose not to collect a fee or charge from you. This does not prejudice our right to collect the fee or charge in the future. The amount or frequency or time of payment of a fee or charge may change or a new fee or charge may be imposed in accordance with these *terms and conditions*.

Information about fees and charges is available on request by contacting us. Our contact details can be found in the contact details section of this *Product Guide*.

5.1.1 General fees and charges

General fees and charges			
ATM withdrawal, transfer or balance enquiry	Charged for each withdrawal, transfer or <i>balance</i> enquiry you make at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network	Free	Charged to your account on the last banking day of each month
EFTPOS purchase and/or withdrawal	Charged for each purchase and/or withdrawal you make via EFTPOS	\$0.70	
Bank@Post withdrawal or deposit	Charged for each withdrawal or deposit you make via Bank@Post	\$4.00	

5.1.2 Cheque fees

Cheque fees			
Bank cheque withdrawal	Charged for each bank cheque that you request	\$10	Charged immediately to your account
Cheque search fee	Charged when you request us to provide you with a copy of, or access to, a cleared bank cheque drawn on your account	\$60 per hour (min charge \$15)	
Stop payment of Bank cheque	Charged to your account when you request that a stop payment be placed on a Bank cheque, which prevents anyone from cashing the cheque (only available in limited circumstances)	\$20	

5.1.3 Other fees

Other fees			
Swift	Charged to <i>your account</i> when you request a same-day transfer of funds to be made electronically to a non Adelaide Bank account	\$30	Charged immediately to <i>your account</i>
Telegraphic transfer	Charged when <i>you</i> request <i>us</i> to electronically transfer foreign or Australian currency overseas	\$30	
Inward telegraphic transfer (domestic)	Acceptance of payment of an Australian financial institution for fast transfer to any Adelaide Bank account	\$2	
Inward telegraphic transfer (international)	Acceptance of payments in foreign currency for transfer to any Adelaide Bank account	\$10	
Coin counting fee	Payable if loose or incorrectly bagged coins are deposited to <i>your account</i> at a <i>branch</i>	\$1 per bag (min charge \$5 for non customers)	
Lost or damaged card replacement (within Australia)	Charged when <i>you</i> request <i>us</i> to replace each lost or damaged Cashcard while within Australia	Nil	
Interbank credit transfer	Charged when <i>you</i> request a <i>branch</i> transfer of funds to a non Adelaide Bank account	\$4	
Bank warrant	Charged when <i>you</i> request a same-day transfer of funds to be made to a non Adelaide Bank account	\$25	
Special service	Charged when <i>you</i> require <i>us</i> to perform a special service on <i>your</i> behalf. For example, this may be charged for non-standard time-consuming activities that <i>you</i> request <i>us</i> to undertake	\$60 per hour (min charge \$30)	

5.1.4 Documentation and search fees

Documentation and search fees			
Interim statement fee	Charged when <i>you</i> request an <i>account statement</i> to be produced before your next regularly scheduled <i>statement</i>	\$5 per <i>statement</i>	Charged immediately to <i>your account</i>
Duplicate statement fee	Charged when <i>you</i> request a copy of a <i>statement</i> that we have previously provided to <i>you</i>	\$5 per <i>statement</i>	
Closing details	Charged if <i>you</i> request a copy of details on a closed <i>account</i>	\$5 per request	
Transaction summary	Charged when <i>you</i> request a summary of transactions performed on <i>your account</i>	\$5	

5.1.5 Default and dishonour fees

Default and dishonour fees			
Direct Debit dishonour	Charged when there are insufficient funds in <i>your account</i> to cover an inward direct debit	\$10	Charged immediately to <i>your account</i>

5.2 How to minimise fees

Simple ways to reduce the fees and charges payable on *your account* can include the number of withdrawals *you* make. For example, if *you* currently withdraw small amounts of money a number of times a week, *you* may wish to withdraw a larger amount only once or twice a week. When making *purchases* via EFTPOS the retailer may allow *you* to take cash out at the same time. This will be considered as one transaction only.

Selecting free transactions or transactions that attract a lower fee. For example, if *you* currently visit a *branch* to make regular withdrawals, consider using *your card* at an ATM instead.

Transactions that are free of charge include:

- Bendigo Bank ATM withdrawals, transfers or *balance* enquiries
- Cash deposits (at any Bendigo Bank *branch*)
- Auto deductions (a transfer from one Adelaide Bank account to another Adelaide Bank account)
- *Regular payment* plan
- BPAY to Adelaide Bank accounts
- Direct credits
- Online Banking *balance* enquiries.

6. Part F – General matters

6.1 Insolvency and bankruptcy

If you experience an *insolvency event*, you or your *authorised operator* must immediately notify us of this fact.

Once we receive notification of the *insolvency event*, we will stop your *account*, denying you access to your money, and we will act on instructions from your administrator or similar official.

If you have a *partnership account* or a *joint account* and one of the *account* holders or partners is subject to an *insolvency event*, once we receive notification of the *insolvency event*, we will stop the *account* and deny all the *account* holders access to the *account* and we will act on instructions from your administrator or similar official.

6.2 Default

You will be in default if you breach these *terms and conditions* or any other *agreement* you have with us, or if any information you give us in connection with your *account* is, in our opinion, false or misleading. You must notify us immediately if you become aware that you are in default under these *terms and conditions*.

If you are in default, we may give you a notice stating that you are in default.

If you do not correct the default within any period given in the notice then, at the end of that period and without further notice to you, the *total amount owing* becomes immediately due for payment (to the extent it is not already due for payment). We may then sue you for that amount.

In limited circumstances set down by law (such as if we are unable to locate you), we need not give the notice or wait until the end of any period given in a notice. In such a case, the *total amount owing* becomes immediately due for payment without notice and we may then immediately sue you for that amount.

If you are in default, we may use any money you have in this *account* or in another *account* with us towards repaying the *total amount owing* (this is known as a contractual right to 'combine *accounts*'). We may combine *accounts* without giving you any notice but we will advise you afterwards. This provision does not affect any rights we have to combine *accounts* which arise by operation of law.

Your obligation to pay on time is not cancelled by these provisions. Further information on combining *accounts* is in the following paragraphs.

6.3 Combining *accounts* and set-off

We can combine the *balances* of two or more of your *accounts*. For example, if your *account* is overdrawn we might use money in your *savings account* to reduce the amount you owe on your *account*.

When you have an existing *account* with us and you open a new *account* covered by this *Product Guide*, the new *account* can be combined with your existing *account*.

However, this would not happen where, for example:

- We know the *accounts* are not held by you in the same capacity (for example, where you have a personal *account* and also an *account* as trustee for your child)
- Your debt to us arises from some business other than banking
- We have specifically agreed to keep your *accounts* separate or your dealings with us suggest such an agreement.

When combining *accounts* we will comply with any applicable requirements of the Code of Operation for Department of Human Services and Department of Veteran's Affairs Direct Credit Payments.

We will not exercise our right to combine your *accounts* in connection with amounts you owe in respect of any credit facility which you hold with us that is regulated by the National Credit Code;

- While we are actively considering your financial situation as a result of your hardship application (we may ask you, as a condition of not exercising our right to combine your *accounts*, to agree to retain funds in an *account* until our decision on your hardship application has been made); or
- While you are complying with an agreed arrangement with us resulting from our consideration of your hardship application.

We will promptly tell you if we have combined any of your *accounts*, but we are not liable to do so beforehand. You cannot presume an overdrawn *account* will be combined by us with an *account* which is in credit (for example, in order to cover cheques you have drawn on the overdrawn *account*) unless we have agreed to this. Subject to any statutory right of set-off which we cannot exclude by agreement, you must pay us all amounts due under these *terms and conditions* in full without setting off amounts you believe we owe you and without counterclaiming amounts from us. We may set off any amounts we owe you against money you owe us.

6.4 Taxation and social security

6.4.1 Assessable income

All income that *you* receive in relation to *your account* will be assessable income for taxation purposes unless *you* are exempt from income tax. *You* may wish to seek independent taxation advice before opening an *account*.

6.4.2 Tax file number (TFN) notification

You are not obliged to provide *us* with *your* TFN, however if *you* do not supply *us* with *your* TFN or claim a valid exemption for each *account* holder we will be required to deduct tax from interest payments made to *you*. Tax will be deducted at the highest marginal rate plus the Medicare Levy in accordance with Australian Taxation Office requirements.

Australian companies and certain other business entities may supply an ABN instead of a TFN.

Please note that if the TFN is not provided at the opening of this *account* and withholding tax is deducted, we cannot refund the tax deducted and *you* are required to contact the Australian Taxation Office to obtain any refund.

6.4.3 Social security

Bank accounts are subject to both income and assets tests, and therefore a deposit with *us* may affect *your* entitlement to a social security benefit. We recommend that *you* seek independent advice from a financial adviser or Centrelink before choosing to make a deposit.

6.5 Financial difficulty

If *you* are experiencing financial difficulty, *you* should promptly inform *us* by contacting *us*.

6.6 Equitable interests

Except as required by court order or these *terms and conditions* and although *our* records may indicate that money deposited with *us* is held on trust, we may not and are not obliged to recognise any beneficial interest in that money.

6.7 Adjustments

We may subsequently adjust debits and credits to *your account* so as to accurately reflect the legal obligations of *you* and *us* (for example, because of an error or a dishonour). If we do this we may make consequential adjustments (including to interest charges).

6.8 End of day

A day of the week ends for any purpose under this agreement at 5.00pm Central Standard Time (CST).

6.9 Variations and waivers

A provision of these *terms and conditions*, or a right created under it, may not be waived except in writing signed by the party or parties to be bound. We may agree to change these *terms and conditions* or defer or waive any of these *terms and conditions* without creating a new agreement.

6.10 Time

A reference to a time in this *Product Guide* is a reference to Central Standard Time (CST).

6.11 How we may exercise our rights

Acting reasonably at all times, we may exercise a right or remedy or give or refuse *our* consent in any way we consider appropriate including by imposing reasonable conditions. If we do not exercise a right or remedy fully or at a given time, we can still exercise it later. *Our* rights and remedies under these *terms and conditions* are in addition to other rights and remedies provided by law independently of it or by any other *agreement*. *Our* rights and remedies under these *terms and conditions* may be exercised by any of *our* employees or any other *person* we authorise.

We may only exercise *our* rights under a term in this *Product Guide* to the extent (if any) reasonably necessary to protect *our* legitimate interests. This clause applies to a term in this *Product Guide*, despite any other term, if it:

- is subject to unfair contract terms legislation; and
- is to *our* advantage; and
- causes a significant imbalance in the rights and obligations of *you* and *us* under this *Product Guide*; and
- would cause detriment to *you* if we applied the term or relied on the term.

Words used in this clause have the meanings given to them in the unfair contract terms legislation.

To the full extent permitted by law, we are not liable for loss caused by the exercise or attempted exercise of, failure to exercise, or delay in exercising, a right or remedy.

6.12 Our certificates

We may give *you* a certificate about a matter or about an amount payable in connection with these *terms and conditions*. We may use the certificate as evidence of the matter or amount, unless it is incorrect.

6.13 Assignment

We may assign *our* rights under these *terms and conditions*. *You* agree that we may disclose any information or documents we consider desirable to help *us* exercise this right. *Your* rights are personal to *you* and may not be assigned without *our* written consent.

6.14 Trade hold authority

Where *your* financial adviser or stockbroker is an *authorised operator* on *your* account *you* agree that:

- Any financial adviser or stockbroker who has full access *authorised operator* status on *your* account may place, maintain and remove a hold on the funds in *your* account. We may place, maintain and remove a hold, but only under instructions from *you* which are accompanied by a written authority to also remove *your* financial adviser or stockbroker as a full access *authorised operator* on the account. When a hold is placed, whoever places the hold will nominate a release date for the hold.
- A hold will make the funds that are the subject of the hold unavailable to *you* for the duration of the hold and may thus affect the *available balance* of *your* account. This may prevent transactions from being processed.
- Some transactions that could be prevented due to a hold being placed on funds may incur a fee (e.g. cheque dishonours, direct debit dishonours) and neither *your* financial adviser, *your* stockbroker, or *us* takes any responsibility for fees incurred by *you* as a result. Refer to the fees and charges section of this *Product Guide* for details of dishonour fees.
- A hold can only be placed on available funds.
- The hold will be removed and funds will be available at the close of business on the last *banking day* preceding the nominated release date.
- A hold on funds in the account will be removed when it is deleted by whoever is properly authorised to remove that hold, it is deleted by *us* under instructions from *you* when accompanied by a written authority to also remove *your* financial adviser or stockbroker as a full access *authorised operator* on the account, a transaction is processed during the hold period equal to the held amount or the hold period elapses.

- A *statement of account* will not provide a record of holds placed on funds in the *account*.
- A record of elapsed holds is not kept by *us*.

6.15 Inconsistent legislation

Where legislation applies to these *terms and conditions* then if that legislation would otherwise make a provision of these *terms and conditions* illegal, void or unenforceable, or a provision of these *terms and conditions* would otherwise contravene a requirement of that legislation or impose an obligation or liability that is prohibited by legislation, these *terms and conditions* are to be read as if that provision were varied to the extent necessary to comply with that legislation or, if necessary, omitted.

To the extent allowed by law and subject to the paragraph above, these *terms and conditions* prevail to the extent they are inconsistent with any law.

6.16 Applicable law

These *terms and conditions* are governed by the law in force in Victoria. *You* and *we* submit to the non-exclusive jurisdiction of the courts of that place.

7. Part G – Glossary and interpretation

Glossary

In this *Product Guide* the following expressions have the following meanings:

access method

- Means a method authorised by *us* for use by a *user* and accepted by *us* as authority for *us* to act on an instruction given through *electronic equipment* to debit or credit an *EFT account*, and
- Comprises the use of one or more components including *cards*, *identifiers*, *codes* or a combination of these, and
- Does not include a method requiring the *user's* manual signature where the comparison of the appearance of that manual signature with a written specimen signature is the principal intended means of authenticating a *user's* authority to give the instruction (whether or not that means is used in a particular transaction).

account means an *account* for recording all transactions in connection with this *Product Guide*.

account access service means a service for the purposes of which either or both of the following apply:

- The *user* must provide one or more *codes* to a service provider to enable the service provider or another *person* to access *accounts* on behalf of the *user* (for example, an *account aggregator service*), or
- The *user* must record or store one or more *codes* in a manner required by the service provider to facilitate the *user*, the service provider or another *person* acting on behalf of the *user* to access *EFT accounts* using that *code* or *codes*.

ADI has the same meaning as 'Authorised Deposit-taking Institution' in the Banking Act 1959 (Cth).

adviser includes a Financial Adviser, Stockbroker Accountant, Solicitor, other financial services professional, Australian Financial Services Licence holder, with whom we have an arrangement.

annual percentage rate means a per annum rate of interest.

authorised operator means any *person* who is able to operate *your account* as described in this *Product Guide*.

Authorised signatories means persons nominated by *your adviser firm* to access and/or transact on *your account* in accordance with the level of authority granted.

available balance means that amount of cleared funds in *your account*.

available credit means that amount of any *credit limit* not then advanced by *us* to *you*.

balance means the amount standing to the credit or debit of *your account*.

balance owing on your account means, at any time, the excess of all amounts debited over all amounts credited to *your account* under these *terms and conditions* at the time. When this amount is to be calculated at the end of a day, it includes all debits and credits assigned to that day.

banking day means a day other than a Sunday or national holiday in Australia.

Bank@Post means the facility made available at any participating Australia Post outlet to enable *you* to transact on *your account*.

biller means an organisation which tells *you* that *you* can make a payment to them through *BPAY*.

BPAY means the electronic payments scheme through which we can be asked to make payments on *your behalf* to *billers*.

BPAY day means any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

BPAY payment means a payment made through *BPAY*.

branch means any *branch* of Bendigo and Adelaide Bank Limited.

business account means an *account* which is designed primarily for use by a business and is established primarily for business purposes.

business day is a day other than a Saturday, Sunday or a national holiday in Australia.

card means any *Cashcard* issued by *us* to *you* or to an *authorised operator* which bears the *Cashcard* symbol, and linked to an *account*.

cash advance means each amount:

- Of cash supplied by use of a *card*
- Transferred from an *account* to another *account* with *us* or another *person* by use of a *card* or by use of an *electronic banking device*
- Provided for refinancing another contract with *us* or another *person*, or
- Charged as a result of use of the *card* for a bill paying service other than a *BPAY payment* (whether through the *Home Banking Service* or otherwise) or to acquire a cash substitute (such as a traveller's cheque).

closing balance means, in relation to a *statement period*, the *balance* shown on the relevant *statement of account* as the *closing balance*.

code means information the content of which is known to the *user* and is intended to be known only to the *user* or only to the *user* and to *us* which we require the *user* to keep secret and which the *user* must provide (in any manner) to or through *electronic equipment* in order to access an *EFT account*.

costs means charges and expenses, including charges and expenses in connection with Legal and other advisers.

custodian means a custodial arrangement such as a master trust, wrap account or other investor directed portfolio service or provider of margin loan facilities (or its nominee(s)).

custodian investor means a person whose investment in the Cash Management Account is made through a *custodian*.

daily percentage rate is the *annual percentage rate* for that day under these *terms and conditions* divided by 365 or 366 in a leap year.

deposit balance means, at any time, the excess of all amounts credited over all amounts debited to *your account* under these *terms and conditions* at that time. When this amount is to be calculated at the end of a day, it includes all debits and credits assigned to that day.

direct debit account means *your account* with a *ledger financial institution*.

direct debit system means the electronic payment system used by participating institutions to effect *your* transactions.

EFT account means an *account* which we permit a *user* to initiate a funds transfer from or to using an *access method* through *electronic equipment*.

EFT transaction means a funds transfer initiated by giving an instruction, through *electronic equipment* and using an *access method*, to *us* (directly or indirectly) to debit or credit an *EFT account* maintained by *us*.

electronic banking device means an electronic device through which transactions on *your account* may be made using a *card* including an ATM or EFTPOS facility.

electronic equipment means an electronic device that allows access to *Home Banking Services* such as an electronic terminal, computer, tablet computer, television or telephone (mobile or landline).

ePayments Code means the *ePayments Code* published by the Australian Securities and Investments Commission.

Full Access Operator means an *authorised operator* with full access to *your* investment who is able to perform the functions set out in section 3.4.

Home Banking Service means any service we make available at any time through a communication network (including through Online Banking) so that *you* and we may transmit and receive information electronically (including in relation to *accounts*).

identifier means information the content of which is known to the *user* but not only to the *user* and which the *user* is not required to keep secret and which the *user* must provide (in any manner) to or through *electronic equipment* in order to access an *EFT account* (examples of an *identifier* include an *account* number, a *card* number and a *card* expiry date).

insolvency event means where:

- a. A receiver, receiver and manager, liquidator, provisional liquidator, trustee, administrator, controller, or inspector is appointed under any legislation, or similar official is appointed in respect of *you* or any of *your* property, or where any security over any substantial part of *your* assets are enforced.
- b. *You* cease to carry on all or substantially all of *your* business, are unable to pay *your* debts when due, or are deemed unable to pay *your* debts under any law, or make an assignment for the benefits of, or enter into or make any arrangements or compromise with, *your* creditors or threaten to do so, or stop payments to *your* creditors generally.
- c. *You* become, or are deemed to be *insolvent* or bankrupt.
- d. A distress, attachment or other execution is levied or enforced upon or commenced against any substantial part of *your* assets and is not stayed within 14 days.

insolvent means being unable to pay debts when they fall due.

ledger financial institution means the financial institution with which the *direct debit account* is held (this may be *us* or another financial institution).

Limited Access Operator means an *authorised operator* with limited access to *your* investment who is able to perform the functions set out in section 3.4.

mistaken internet payment means a payment by a user through a 'pay anyone' internet banking facility and processed by an ADI through direct entry where funds are paid into the account of an *unintended recipient* because the user enters or selects a Bank/State/Branch (BSB) number and/or account number that does not belong to the named and/or intended recipient as a result of:

- The user's error; or
- The user being advised of the wrong BSB number and/or account number.

This does not include payments made using BPAY.

mobile banking means access to Online Banking in a format optimised for *electronic equipment* with smaller screens and with limited functionality.

month or **monthly** means calendar *month*.

OBP or **Online Banking Password** means a password which is issued to a user by *us* to enable the use of an Online Banking service through *electronic equipment*.

officer means any one of *our* directors, secretaries or managers and any other *person* empowered by the directors or these *terms and conditions* to give directions in relation to the management of *our* business.

online banking payment means a payment made using the *online banking payment service*.

online banking payment service means *our* internet payment service (including the features known as 'AnyPay' and 'BatchPay') but does not include BPAY.

our equipment means *electronic equipment* controlled or provided by *us* or on *our* behalf to facilitate EFT transactions.

our system means an electronic system, communications system or software controlled or provided by *us* or on *our* behalf to facilitate EFT transactions.

payee means the *person* receiving an *online banking payment*, a cheque payment or a *regular payment*.

payment date means that day nominated by *you* as the day on which a *regular payment* is to occur, commencing on the start date and at the nominated frequency thereafter.

payment option means the *payment option* nominated by *you* in relation to a *regular payment* facility and as varied by *you* from time to time.

person includes an individual, a firm, a body corporate, an association or an authority.

PIN means the personal identification number issued to a *user* by *us* for use with a *card* through any *electronic banking device*.

Product Guide means this booklet.

purchase means the amount charged by the supplier for the supply of any goods or services purchased by the use of a *card*, except for amounts which are cash advances.

receiving bank means an ADI who subscribes to the ePayment Code where their customer is the *unintended recipient*.

regular payment means a regular electronic payment as described in this *Product Guide*.

rules for user codes means the rules described in clause 4.23.4 of this *Product Guide*.

statement of account means a *statement of account* issued to *you* by *us*, as described in this *Product Guide* and *statement* has a corresponding meaning.

statement period means the period described on a *statement of account* as the period to which the *statement of account* relates.

terms and conditions means the *terms and conditions* contained in Section 3 of this *Product Guide*.

total amount owing means the *balance owing* on *your account*, plus all accrued interest charges, and the amounts which *you* must pay under these *terms and conditions* but which have not been debited to *your account*.

transaction service means a method by which we allow *you* to access *your account*, and includes a *Home Banking Service*, a *regular payment*, a third party direct debit and a *card* facility linked to *your account*.

unintended recipient means the recipient of funds as a result of a *mistaken internet payment*.

user means *you* and an *authorised operator*, or either of these as the context requires.

we means Bendigo and Adelaide Bank Limited ABN 11 068 049 178 and its successors and assigns, including Adelaide Bank as a division of Bendigo and Adelaide Bank Limited, and *our* and *us* has corresponding meaning.

you means the *person* who is the *account* holder and *your* has a corresponding meaning. The singular includes the plural and vice versa. Where

the investment in the Adelaide Cash Management *Account* is made through a *custodian*, *you* means the *custodian* and not the person on whose behalf the investment is made by the *custodian*.

Interpretation

In this *Product Guide*, unless the context otherwise requires:

- Headings do not affect interpretation
- Words of one gender include any gender
- A reference to:
 - i. an *access method* includes a reference to each of the individual components that are part of the *access method* (including *cards*, *identifiers* and *codes*).
 - ii. a document includes any variation or replacement of it.
 - iii. law means common law, principles of equity and laws made by Parliament (and laws made by Parliament include regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of them).
 - iv. any thing includes the whole and each part of it.
 - v. a clause or part is to a clause of or part of this *Product Guide*.

This page has been intentionally left blank.

This page has been intentionally left blank.

When you complete the form please:

- Use a black pen
- Write in CAPITAL LETTERS
- Answer all questions
- Sign the back page

Options available to submit your completed application and any additional documentation:

Email: moneyamat@adelaidebank.com.au

or

post to:

Adelaide Bank Cash Solutions
GPO Box 1048 Adelaide SA 5001

Other information:

Your personal details

Your personal information is collected to assess *your* application and to provide *you* with the product or service that *you* have requested. *Your* personal information may also be used to carry out marketing activities, research and product development.

Your personal information is treated as confidential and is only disclosed to others where necessary. For example, we would usually disclose *your* information to each other, to organisations to whom functions are outsourced such as mailing and printing houses, to IT providers, *account* holders and operators, *your* financial adviser (including their authorised service providers) and other financial institutions or *persons* nominated by *you*.

Your information may also be disclosed to related companies within the Bendigo and Adelaide Bank Group, where its confidentiality is maintained at all times. We do not sell, rent or trade *your* personal information.

In most cases *you* can gain access to *your* personal information. Please telephone 1800 224 124 if *you* have any queries about *your* personal information.

Anti-Money Laundering and Counter-Terrorism Financing

The anti-money laundering and counter-terrorism financing laws within Australia may require *us* to obtain additional information to verify the identity of a client, any beneficial owner of units in a fund or trust and the source of any *payment*. Where *we* request this information, the processing of applications may be delayed until *we* receive the requested information in a satisfactory form.

Identification

Your adviser will identify *you* on *our* behalf and request the appropriate identification documents. No additional identification documentation is required to be sent to *us*.

Adelaide Cash Management Account

Application Form (via Adviser or Custodian ONLY)



Instructions

What type of account are you applying for?

Please mark the relevant box with a cross (X) and complete the appropriate sections of this form

- ☐ Individual / Joint **(Complete Sections 1 and 8 to 15)**
- ☐ Individual / Joint - Trust / Super fund **(Complete Sections 1, 4 and 7 to 15)**
- ☐ Company **(Complete Sections 1 to 3 and 7 to 15)**
- ☐ Company - Trust / Super fund **(Complete Sections 1 to 4 and 7 to 15)**
- ☐ Association / Co-operative **(Complete Sections 1, 5 and 7 to 15)**
- ☐ Partnership **(Complete Sections 1 and 6 to 15)**
- ☐ Estate of the late **(Complete Sections 1, 4, 7 to 15, and the Authorised Operator Form)**

Section 1 - Customer Information

(A) Account Name

(B) Applicant(s) - Individual / Joint / Sole Trader / Director(s) / Trustee(s)

All signatories to this account must complete this section. If there are more than two customers please attach additional page(s).

Customer 1. Full legal name (title, given name, middle name(s), family name)

Residential address **(PO Box is not acceptable)**

Suburb

State

Postcode

Work

Home

Mobile

Date of birth (DD/MM/YYYY)

Occupation

Email

Customer 2. Full legal name (title, given name, middle name(s), family name)

Residential address **(PO Box is not acceptable)**

Suburb

State

Postcode

Work

Home

Mobile

Date of birth (DD/MM/YYYY)

Occupation

Email

(C) Mailing Address (optional)

Mailing address / PO Box details

Suburb

State

Postcode

Section 2 - Australian Company / Sole Trader / Business

(A) Company Structure

<input type="checkbox"/> Proprietary / Private	<input type="checkbox"/> Public listed (listed on a financial market such as ASX)	<input type="checkbox"/> Public unlisted
<input type="checkbox"/> Majority owned subsidiary of a domestic listed company	<input type="checkbox"/> Other - please specify <input type="text"/>	

(B) Full Name of Company / Business

Registered office address (**PO Box is not acceptable**)

Suburb

State

Postcode

Principal place of business address (**PO Box is not acceptable**)

Suburb

State

Postcode

Industry type (e.g. primary business activity)

ACN

ABN

Is the company regulated? A company whose activities are subject to the oversight of a Commonwealth, State or Territory regulator. This means supervision beyond that provided by ASIC as a company registration body. For example: Australian Financial Services Licensees (AFSL); Australian Credit Licensees (ACL); Registrable Superannuation Entity (RSE) Licensees.

☐ No ☐ Yes (if Yes, please complete the details below)

Regulator name

Licence details (e.g. AFSL / ACL number)

Section 3 - Australian Proprietary / Private / Public Unlisted Company Details

(A) Details of Director(s)

Each director who is a signatory to this account must also complete Section 1B AND provide their individual customer identification. Please provide the names of each director below. If there are more than two directors please attach additional page(s).

Director 1. Full legal name (title, given name, middle name(s), family name)

Director 2. Full legal name (title, given name, middle name(s), family name)

(B) Details of Shareholders (if applicable)

Provide details of all individuals who own through one or more shareholdings (direct or indirect) 25% or more of the issued capital of the company. If there are more than two shareholders please attach additional page(s).

Shareholder 1. Full legal name (title, given name, middle name(s), family name)

% of shareholding

Shareholder 2. Full legal name (title, given name, middle name(s), family name)

% of shareholding

Each shareholder listed above must complete the beneficial owner details in Section 7 AND provide their individual customer identification.

(C) Entity Control Details (only complete if no shareholders are listed in Section 3B)

(i) Provide details of all individuals who control 25% or more of the voting rights, including power of veto. If there are more than two individuals please attach additional page(s).

Individual 1. Full legal name (title, given name, middle name(s), family name)

% of voting rights

Individual 2. Full legal name (title, given name, middle name(s), family name)

% of voting rights

Each individual listed above must complete the beneficial owner details in Section 7 AND provide their individual customer identification.

If unable to complete (i) above, then complete section (ii) below

(ii) Provide the details of the senior managing official(s) – the ‘senior managing official’ is an individual who makes decisions affecting a substantial part of the business (e.g. Chief Executive Officer, Financial Controller). If there are more than two senior managing officials please attach additional page(s).

Officer 1. Full legal name (title, given name, middle name(s), family name)

Position title

Officer 2. Full legal name (title, given name, middle name(s), family name)

Position title

Each senior managing official listed above must complete the beneficial owner details in Section 7 AND provide their individual customer identification.

Section 4 - Australian Trust / Super Fund

(A) Type of Trust

☐

Individual / Family

☐

Regulated trust (Super fund / SMSF)

☐

Registered management investment

☐

Government super fund

☐

Other - please specify

(B) Full Name of Trust / Super Fund

Country in which trust was established (if any country other than Australia your application will not be accepted)

Settlor of trust - Not required if a regulated trust, registered managed investment scheme or government super funds or initial sum to establish the trust is less than \$10,000; or the settlor of trust is deceased. The ‘settlor’ is the person / entity who established the trust by contributing the initial assets or amount, often called the ‘settled sum’.

Full legal name (title, given name, middle name(s), family name) / Registered business name

(C) Details of Trustee(s)

Each individual trustee who is a signatory to this account must complete Section 1B AND provide their individual customer identification. All corporate trustees must complete Section 2. Please provide the names of each trustee below. If there are more than two trustees please attach additional page(s).

Trustee 1. Full legal name (title, given name, middle name(s), family name) / Registered business name

Trustee 2. Full legal name (title, given name, middle name(s), family name) / Registered business name

(D) Details of Beneficiaries

Trusts licensed and subject to Australian regulatory oversight do not need to complete this section (e.g. managed investment scheme, super funds). If there are more than two beneficiaries please attach additional page(s).

Beneficiary 1. Full legal name (title, given name, middle name(s), family name) / Registered business name

Beneficiary 2. Full legal name (title, given name, middle name(s), family name) / Registered business name

If the Trust is referenced by membership of a class(es), please provide details of the type of class(es) below.

Class(es) of beneficiaries:

Section 5 - Association / Co-operative

(A) Association / Co-operative Type

☐ Incorporated association ☐ Unincorporated association ☐ Co-operative

(B) Full Name of Association / Co-operative

Identifying number(s) (issued upon incorporation / registration)

Nature of business (e.g. industry type)

Principal place of administration / Registered office address (**PO Box is not acceptable**)

Suburb

State

Postcode

(C) Details of Office Holder(s) / Entity Control

All individual office holders listed below must complete Section 1B AND provide their individual customer identification.

Please provide the names of each office holder below. If there are more than three office holders please attach additional page(s).

Office holder 1. (e.g. Chairman or equivalent) Full legal name (title, given name, middle name(s), family name)

Office holder 2. (e.g. Secretary or equivalent) Full legal name (title, given name, middle name(s), family name)

Office holder 3. (e.g. Treasurer or equivalent) Full legal name (title, given name, middle name(s), family name)

Please provide the details of any individual who directly or indirectly controls the organisation, including those entitled to 25% or more of assets upon termination, voting rights of 25% or more or power to veto.

Full legal name (title, given name, middle name(s), family name)

The individual listed above must complete the beneficial owner details in Section 7 AND provide their individual customer identification.

Section 6 - Partnership

(A) Full Name of Partnership

Registered business name of partnership (if applicable)

Country in which partnership was established
(if any country other than Australia your application will not be accepted)

Nature of business (e.g. industry type)

(B) Partnership Details

Is the partnership a member of a professional association (e.g. law society)?

☐ No

☐ Yes - please specify

(C) Details of Partner(s)

Where the partnership is a member of a professional association (e.g. law society) at least one partner must complete Section 1B AND provide their individual customer identification. All individual partners with 25% or more of the partnership must complete Section 1B.

In all other cases, all individual partners must complete Section 1B AND provide their individual customer identification. All corporate partners must complete Section 2. If there are more than two partners please attach additional page(s).

Partner 1. Full legal name (title, given name, middle name(s), family name) / Registered business name % share of partnership

--	--

Partner 2. Full legal name (title, given name, middle name(s), family name) / Registered business name % share of partnership

--	--

If no partner holds 25% or more of the partnership then please complete the section below:

Provide the details of the senior managing official(s) - the 'senior managing official' is an individual who makes decisions affecting a substantial part of the business (e.g. Chief Executive Officer, Financial Controller). If there are more than two senior managing officials please attach additional page(s).

Officer 1. Full legal name (title, given name, middle name(s), family name) Position title

--	--

Officer 2. Full legal name (title, given name, middle name(s), family name) Position title

--	--

Each senior managing official listed above must complete the beneficial owner details in Section 7 AND provide their individual customer identification.

Section 7 - Beneficial Ownership or Control

Each beneficial owner must provide their individual customer identification. If there are more than two beneficial owners please attach additional page(s).

Beneficial owner 1. Full legal name (title, given name, middle name(s), family name)

--

Residential address (**PO Box is not acceptable**)

--

Suburb State Postcode Date of birth (DD/MM/YYYY)

			/ /
--	--	--	-----

Beneficial owner 2. Full legal name (title, given name, middle name(s), family name)

--

Residential address (**PO Box is not acceptable**)

--

Suburb State Postcode Date of birth (DD/MM/YYYY)

			/ /
--	--	--	-----

Section 8 - Foreign Tax Details

Adelaide Bank is required to collect information in compliance with OECD Common Reporting Standard (CRS) and the Foreign Account Tax Compliance Act (FATCA).

If an individual investor or controlling person of an Entity (e.g. a Company, Trust, Association or Co-operative) has a connection to countries other than Australia, Adelaide Bank may be required to report information in relation to the investor or controlling person and the investment for CRS and FATCA purposes. If you are uncertain of your status you should seek specialist taxation advice.

Foreign Accounts Tax Compliance Act (FATCA) - Completion of all questions is mandatory

Are any applicants citizens or residents of the US for tax purposes? ☐ No ☐ Yes (please complete the Foreign Tax Details form)

Is the Entity/s created in the US, established under the laws of the US or a US taxpayer? ☐ No ☐ Yes (please complete the Foreign Tax Details form)

Is the Entity a Financial Institution? ☐ No ☐ Yes (please complete the Foreign Tax Details form)

Are any controlling person(s)* of an Entity citizens or residents of the US for tax purposes? ☐ No ☐ Yes (please complete the Foreign Tax Details form)

**For companies, trusts and partnerships a controlling person is an individual who is a shareholder, trustee, beneficiary, settlor or partner AND who owns 25% or more of the Entity, controls 25% or more of the voting rights including a power of veto, or holds the position of senior managing official of the Entity. For associations and co-operatives a controlling person is also an individual who is entitled to 25% or more of the assets of the Entity upon dissolution.*

Section 8 - Foreign Tax Details (continued)

Common Reporting Standard (CRS) - Foreign Tax - Completion of all questions is mandatory

- Are any individual applicants residents of any country other than Australia or US? ☐ No ☐ Yes (please complete the Foreign Tax Details form)
- Is the Entity created in any country other than Australia or US? ☐ No ☐ Yes (please complete the Foreign Tax Details form)
- Is the Entity Account Holder a Passive Non-Financial Entity?[^] ☐ No ☐ Yes (please complete the Foreign Tax Details form)

[^] For foreign tax terminology please refer to the Foreign Tax Glossary which is available with the Foreign Tax Details form located on ABL Connect (User Access Required).

Section 9 - Investment Details

(A) Account Details

Detail the source of funds for this investment (select all applicable options)

- ☐ Investments (rollover / sale) ☐ Accumulated surplus ☐ Working capital ☐ Prize money ☐ Redundancy payment
- ☐ Legal settlement ☐ Inheritance ☐ Sale of property ☐ Gift ☐ Shareholder reserve
- ☐ Superannuation payout ☐ Other - please specify

(B) Initial Deposit

Initial deposit amount (\$) (minimum \$1,000 – cash not accepted)

- ☐ Deposit via my/our existing Adelaide Bank account Reference
- ☐ Initial deposit via direct debit (complete following details)

(NB: Customers must also sign Section 14B if direct debit option is being used)

Account name (if nominating a Credit Union or Building Society, the account must be held in exactly the same name)

Financial institution

BSB number

Account number

- ☐ Other deposit method

(C) Transaction Services

Would you like a Cashcard?

- ☐ Yes ☐ No

Would you like a deposit book?

- ☐ Yes ☐ No

(D) Nominated Transaction Account (optional)

This is not for interest proceeds or direct debit purposes

Account name (if nominating a Credit Union or Building Society, the account must be held in exactly the same name)

Financial institution

BSB number

Account number

Section 10 - Investment Operating Instructions (optional)

Please indicate how you wish to operate your account: ☐ Any one of us to sign ☐ All to sign

If you select 'all to sign', you will not be able to operate your account independently. You can change the account operating authority at any time by written request signed by all account holders. For accounts in the name of a company or other incorporated body, we may require appointment of authorised signatories and directions as to operating instructions to be under common seal or authenticated by minutes of a resolution of your directors or governing body. Please note that any of the individuals signing this application for the company or incorporated body will be able to operate the account on behalf of the body without affixing the common seal in the future.

If no box is ticked the method of operation will be 'any one of us to sign'.

Section 11 - Tax File Number (TFN) or Australian Business Number (ABN)

Please provide your TFN and/or ABN for your Business / Company / Trust / Super Fund / Partnership

It is not an offence if you decide not to supply us with your TFN or ABN. However, if you do not supply us with your TFN or ABN we will be required to deduct withholding tax from distribution returns paid to you, calculated at the highest marginal tax rate plus the Medicare Levy, and forward it to the Australian Taxation Office.

Person / Entity 1. Name in which TFN / ABN is registered

TFN (or exemption code)

ABN (if applicable)

Reason for exemption (if applicable)

Person / Entity 2. Name in which TFN / ABN is registered

TFN (or exemption code)

ABN (if applicable)

Reason for exemption (if applicable)

Section 12 - Your Personal Information

Collection of your personal information

We, Adelaide Bank, collect your personal information to assess your application, to provide you with the product or service that you have requested and to assess any future applications for products or services you may make to us or our related entities. Collection of some of this information is required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. If you provide incomplete or incorrect information we may be unable to provide you with the product or service you are applying for.

Collection of personal information about third parties

We may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information and that in most cases they can access and seek correction of the information we hold about them.

Use and disclosure of your personal information

We may use your personal information to perform our business functions (for example internal audit, operational risk, product development and planning). We may also use your personal information to confirm your details (for example contacting your employer to confirm your employment and income details). We treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, our agents and specialist advisers such as accountants and solicitors. Other disclosures usually include joint account holders, account operators and account applicants, insurers, intermediaries and government authorities. Your information may also be disclosed to our related entities, our joint venture partners and Community Bank® companies where its confidentiality is maintained at all times.

Disclosure of personal information to overseas organisations

Some of the organisations we disclose your personal information to may be located overseas. Where an organisation is located overseas we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

Access to and correction of your personal information

In most cases you can gain access to and seek correction of your personal information. Should you wish to do so or if you have any queries about your information please contact us on 1300 652 220.

Privacy policy

You should also read our privacy policy. Our privacy policy contains information about:

- how you can access and seek correction of your personal information;
- how you can complain about a breach of the privacy laws by us and how we will deal with a complaint;
- if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

Our privacy policy is available on our website www.adelaidebank.com.au or by contacting us on 1300 652 220.

Direct marketing

We may use your personal information to inform you about financial products and services that are related to those you have with us or other products and services we think you may be interested in. These may be products and services provided by us, our related entities or other entities we are associated with. If you do not wish to receive any marketing material from us you can mark the box below or contact us on 1300 652 220.

If you do not wish to receive marketing material from Adelaide Bank please tick here ☐

Section 13A - Financial Adviser and Financial Adviser Firm details and authority to operate

Adviser Name

Dealer Group/Firm

AFSL

Section 13B - Appointing Authority to Financial Adviser Firm

Please select one of the following:

☐ **Full Access** - I/We wish to appoint my/our financial adviser firm listed in Section 13A including their nominated authorised signatories to have full access authority to operate this account as outlined in section 3.4.7 of the Product Guide.

☐ **Limited Access** - I/We understand that my/our financial adviser firm listed in Section 13A including their nominated authorised signatories will have limited access authority to operate your account as outlined in section 3.4.7 of the Product Guide.

Section 14 - Customer Declaration

I/We apply to open the account described on this application form.

I/We acknowledge that I/we have read the Product Guide and agree to be bound by the terms and conditions.

I/We warrant that the details provided in this application form are true and complete.

I/We understand, if this account is opened through my/our financial adviser firm, the adviser firm and their nominated authorised signatories will be granted at a minimum limited access authority on this account.

I/We authorise Adelaide Bank to provide my/our financial adviser and the firm appointed, with full/limited operator access to information on this account and to accept and act on any instructions issued by the adviser firms nominated authorised signatories as if they were given by me/us.

I/We understand that the appointment of my authorised operator/s remains effective until revoked by notice in writing.

If the account is to be held in a trust, details of the trustee and beneficiaries of the trust have been submitted with this application.

I/We will notify you of any changes to my/our personal details as soon as possible.

I/We acknowledge and agree to provide Adelaide Bank with additional information when required so that it can meet its legal obligations.

BEFORE YOU SIGN

Before you sign this application form please ensure you do the following:

Section 13B: Check the level of access you have given to your financial adviser's firm.

Remember: If you give your adviser firm full operator access, they can do anything you can do in relation to your account, including transferring your money to any bank account or closing your account

Confirm: all your contact details have been entered correctly – these are important for receiving account statements, so you can review activity on your account.

Customer Signature(s)

Customer 1

Full Name

Corporate title (if applicable)

Signature

Date (DD/MM/YYYY)

Customer 2

Full Name

Corporate title (if applicable)

Signature

Date (DD/MM/YYYY)

Section 15 - Know Your Customer Details (MANDATORY ADVISER SECTION)

Adviser name

Dealer group / Firm name

Broker code

Client reference number

State

I acknowledge and confirm:

I have identified the customer(s) in accordance with the AML/CTF Act 'Know Your Customer' requirements.

I have provided the customer(s) with the Adelaide Bank Cash Management Account Product Guide.

Signature

Date (DD/MM/YYYY)

Office use ONLY - For non-individual applicants please specify the Entity Structure

☐

Simple

☐

Complex (e.g. more than 2 levels of ownership)

ADM

Date (DD/MM/YYYY)

This page has been intentionally left blank.

This page has been intentionally left blank.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178 (2050156-2049858) BEN50ABPG004 (09/24)